

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Caballero, Richard Joseph; Lewis, Mark David  
Assignee: Siebel Systems, Inc.  
Title: Data Structure For A Complex Order Processing System  
Serial No.: 10/029,636 Filing Date: December 18, 2001  
Examiner: Unassigned Group Art Unit: 2164  
Docket No.: M-12420-1C US Client Ref. No.: SIEB137/01US

San Jose, California  
March 25, 2002

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Attn: Official Draftsperson  
COMMISSIONER FOR PATENTS  
Washington, D. C. 20231

**SUBMISSION OF FORMAL DRAWINGS**

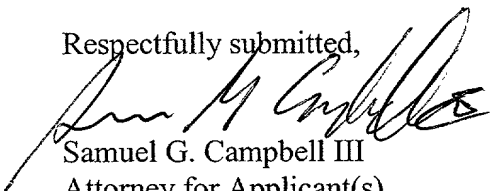
Dear Sir:

Applicant(s) submit(s) seventy-one (71) sheets of formal drawings, consisting of Figures 1-12, in the above-named application. If there are any questions regarding these drawings, please call the undersigned at (512) 794-3600.

EXPRESS MAIL LABEL NO:

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Respectfully submitted,

  
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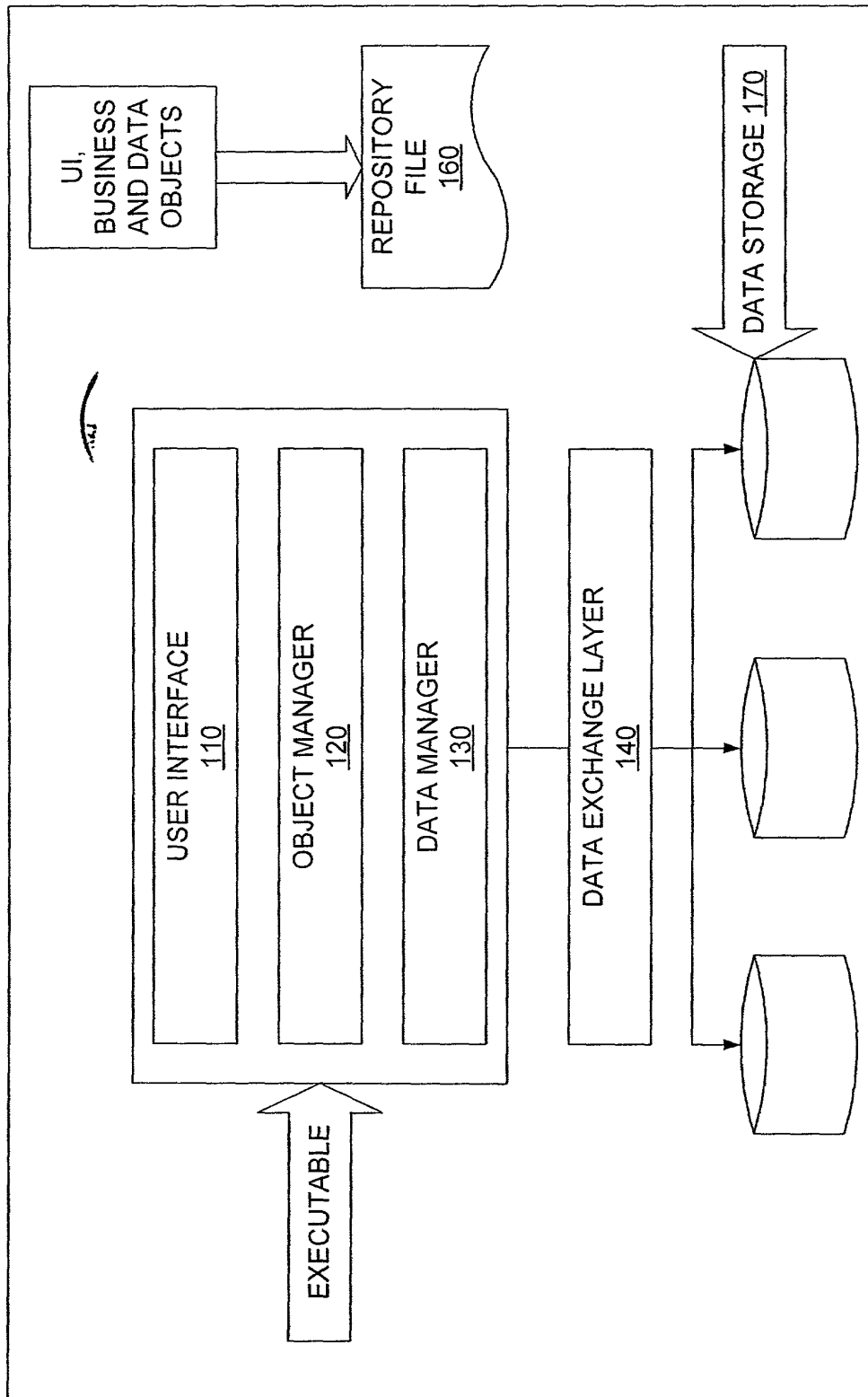
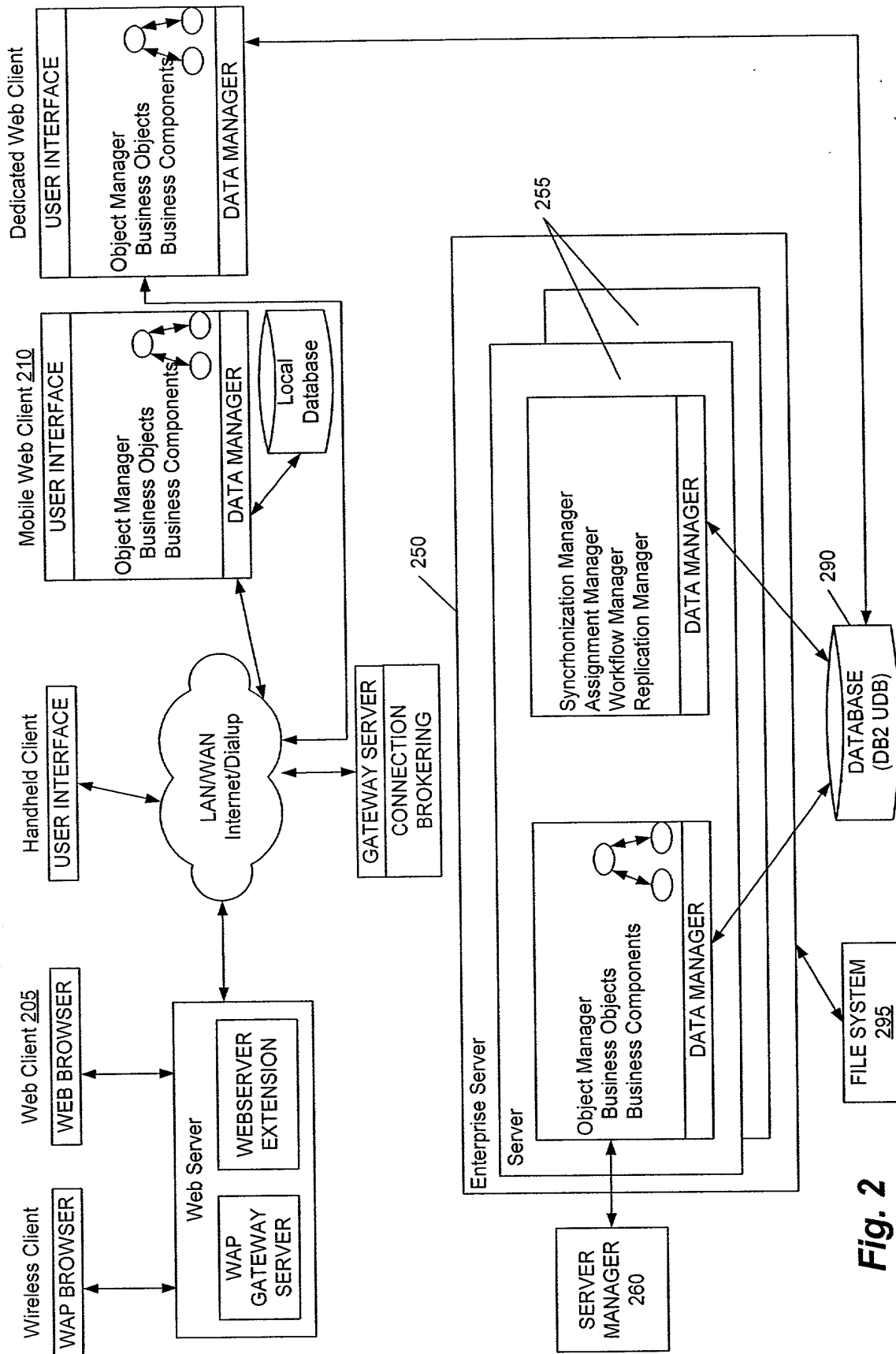
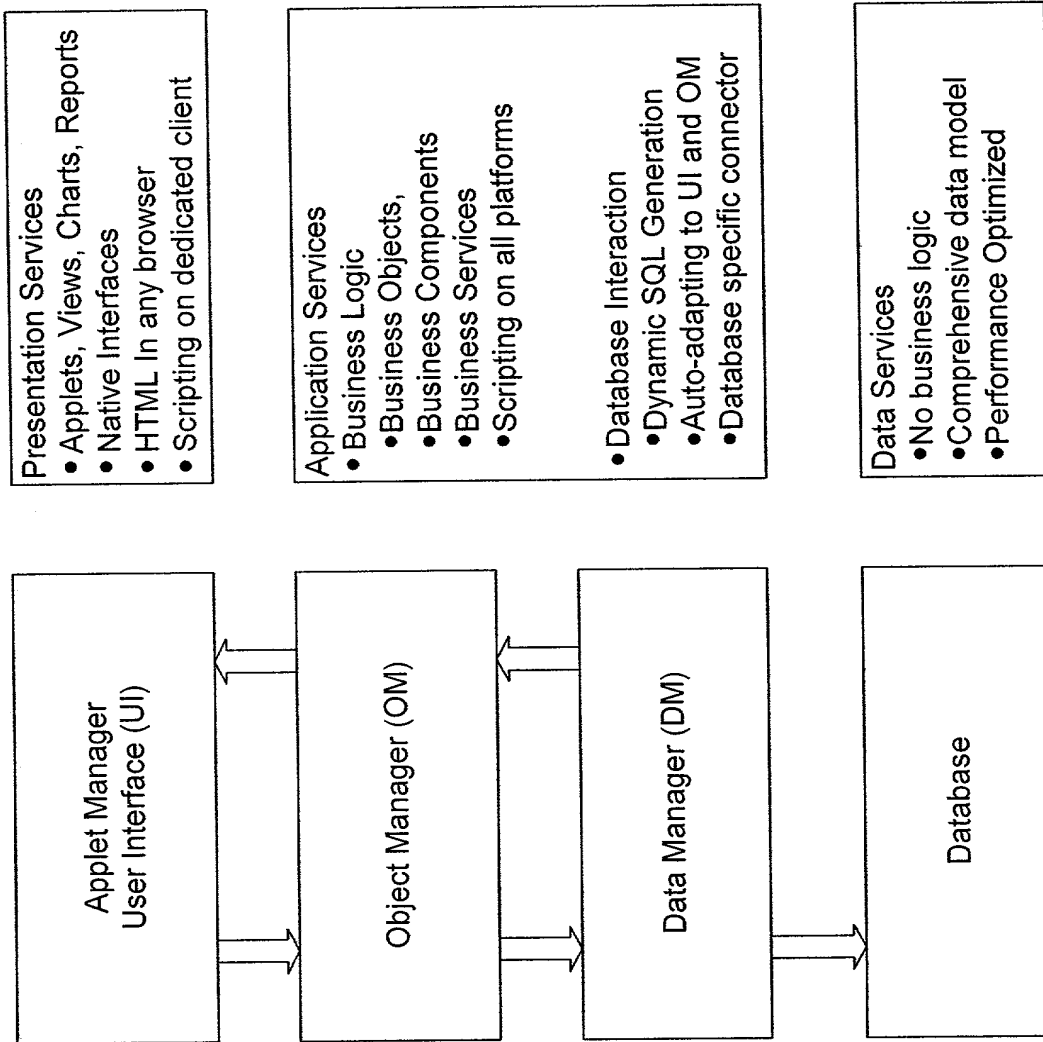


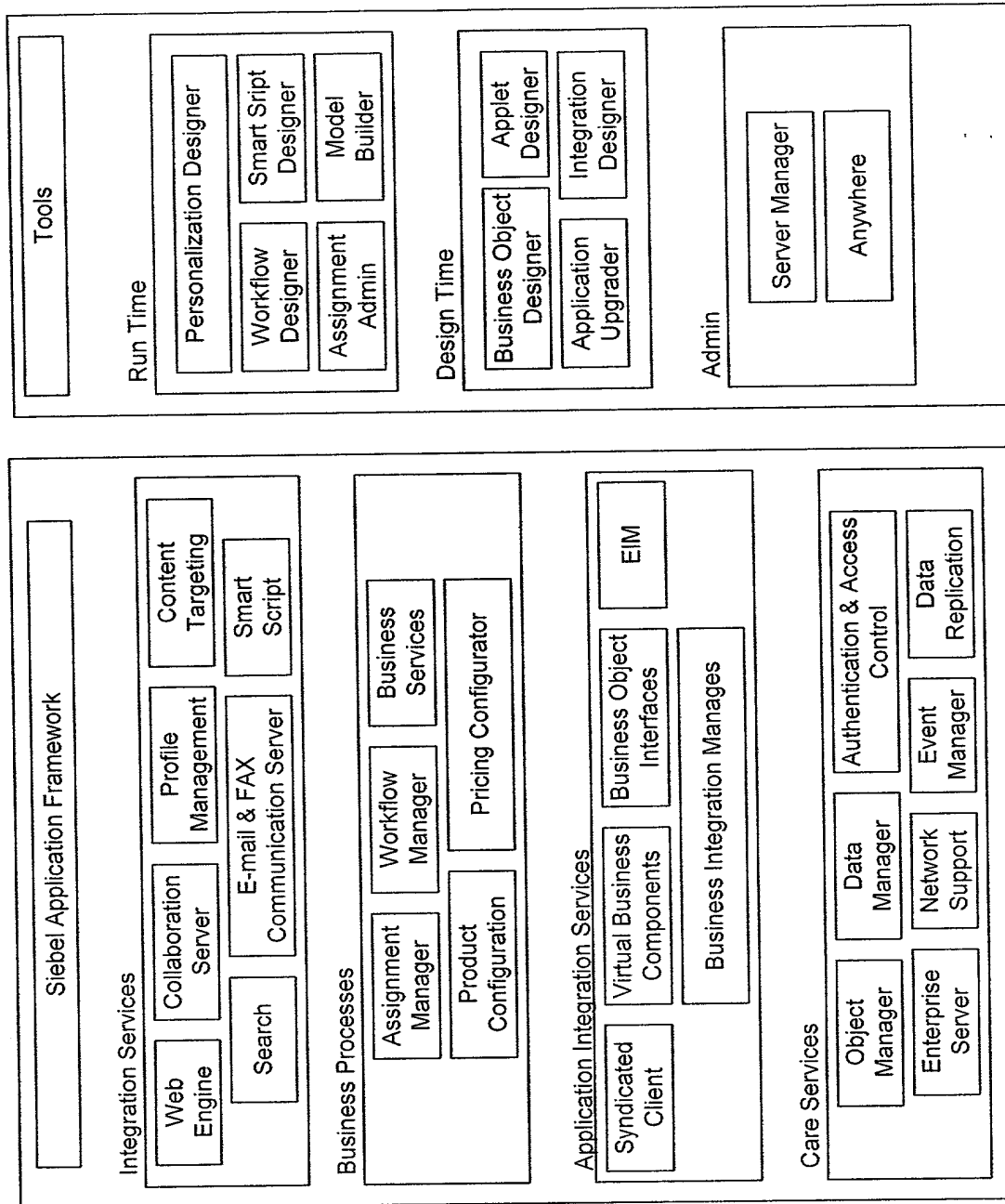
Fig. 1



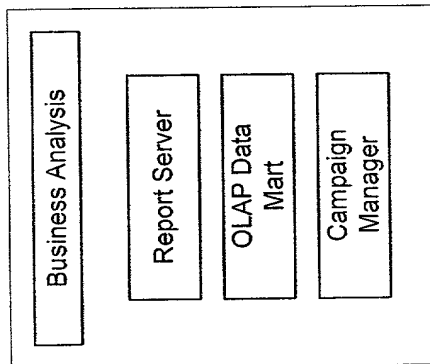
**Fig. 2**



**Fig. 3**



**Fig. 4A**



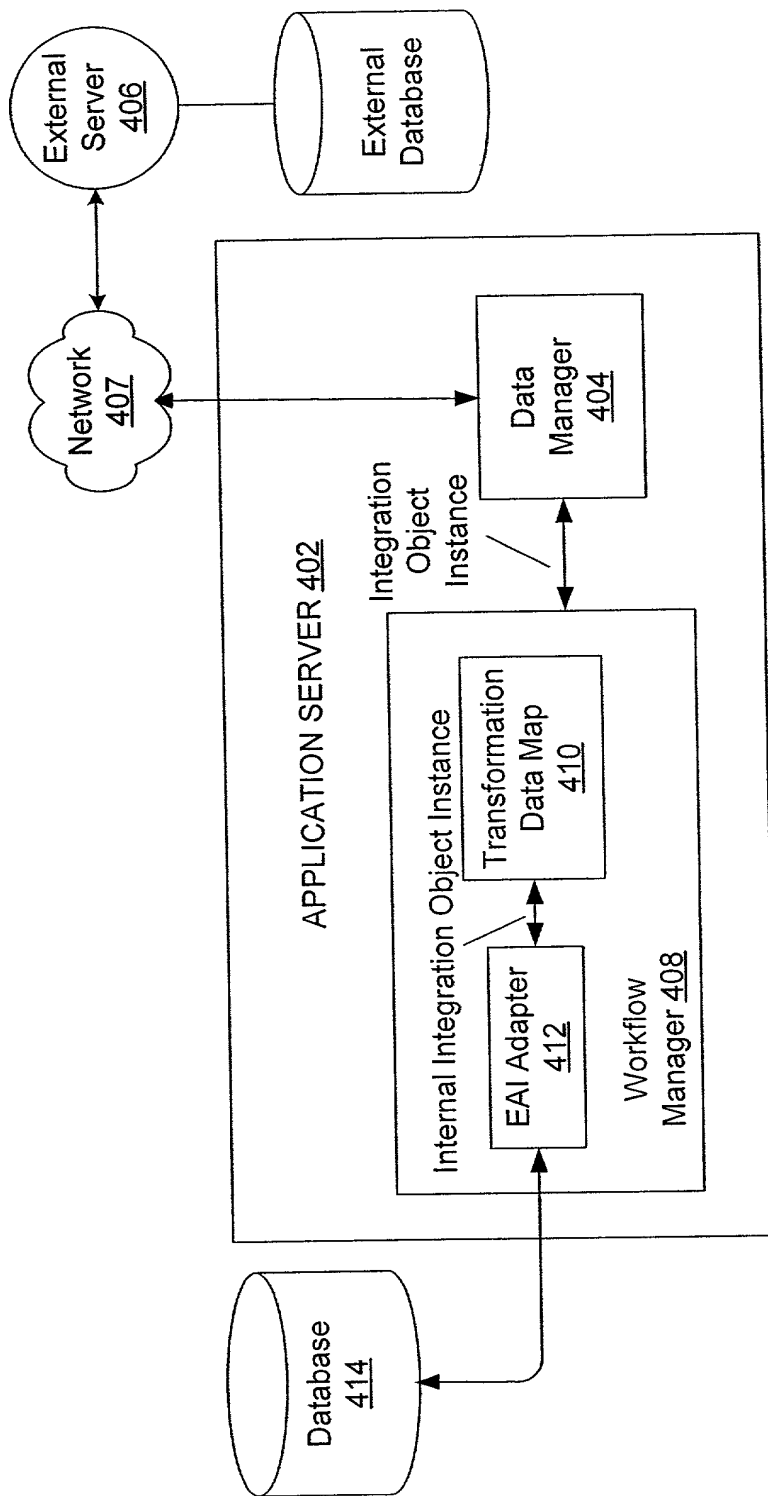


Fig. 4B

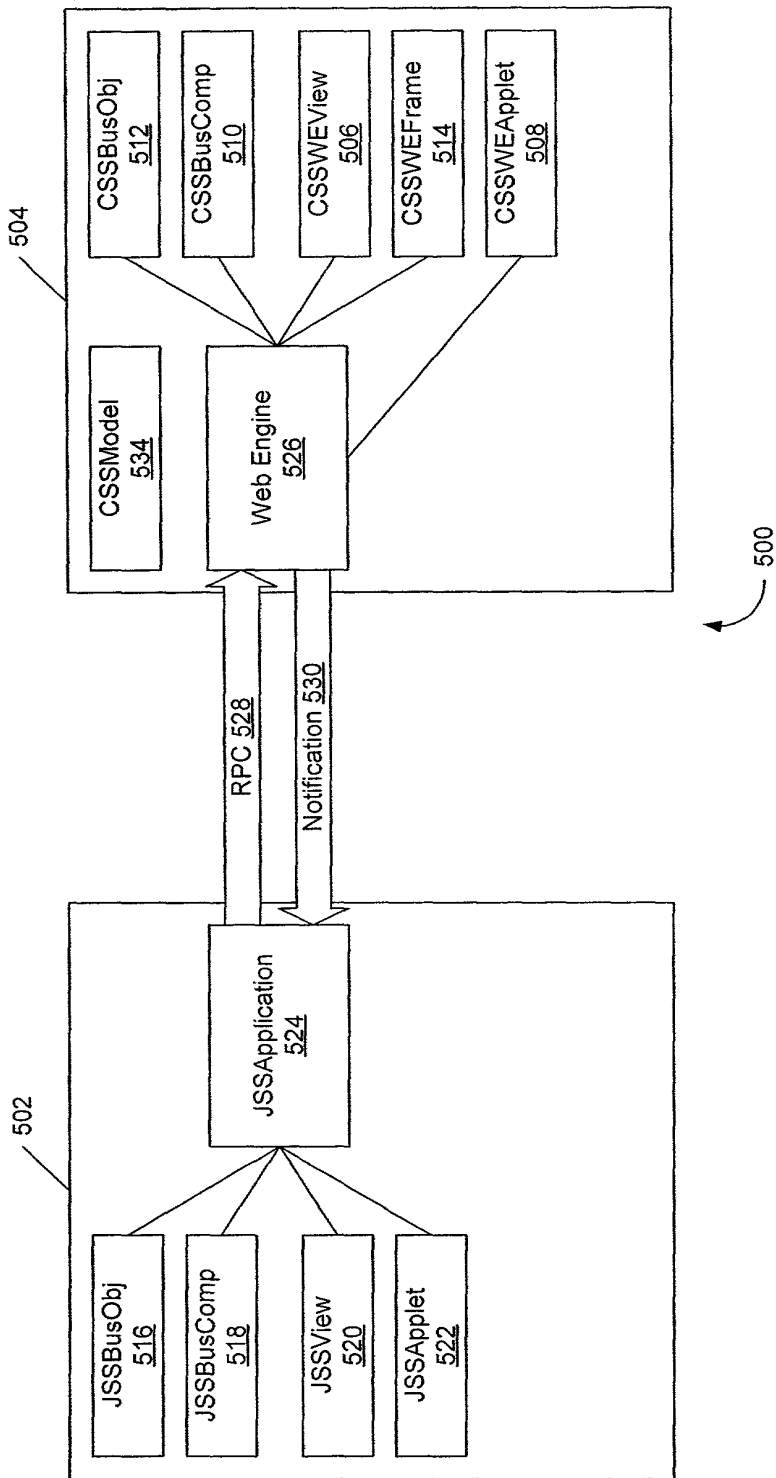
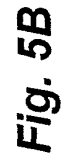


Fig. 5A





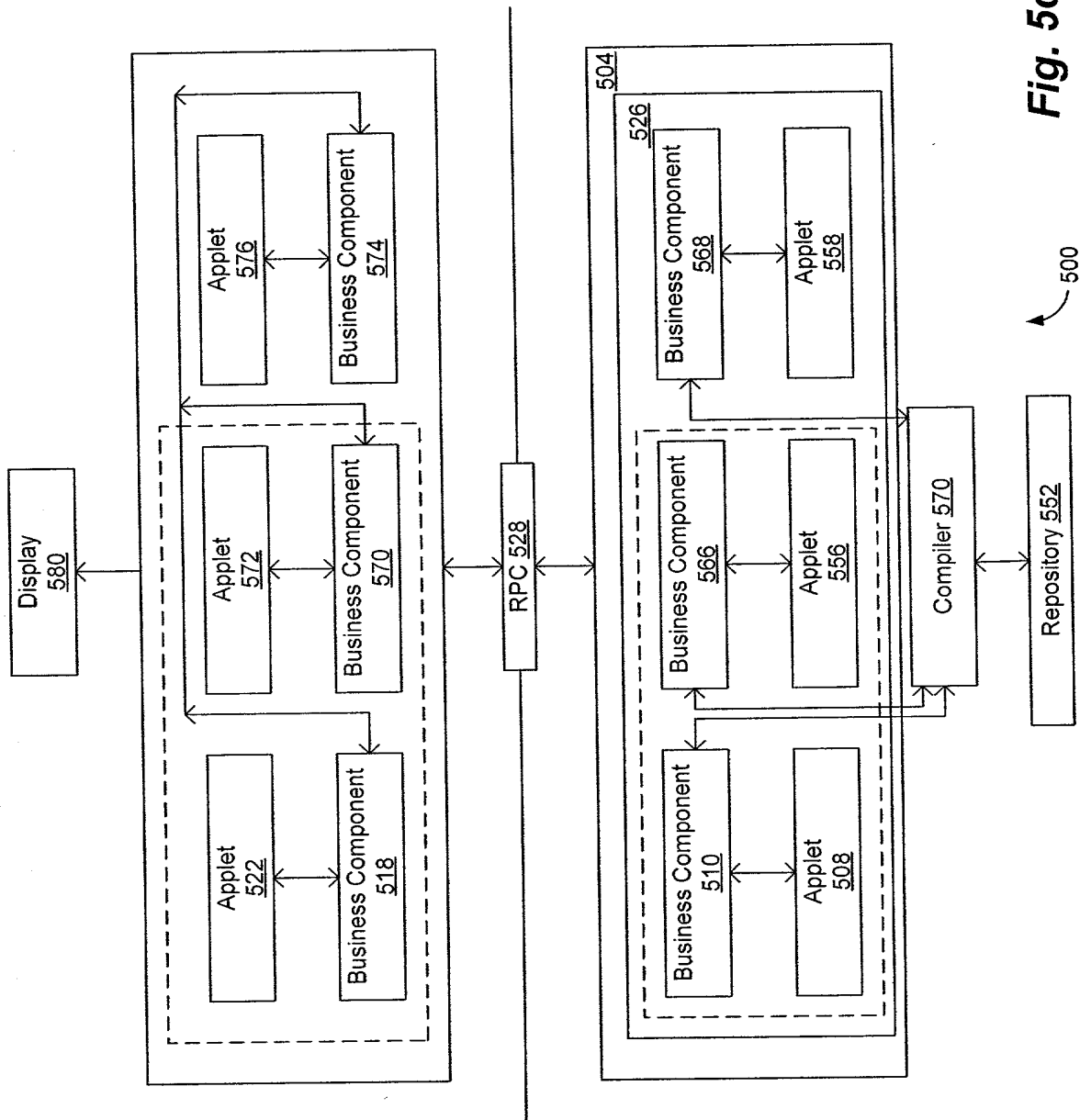


Fig. 5c

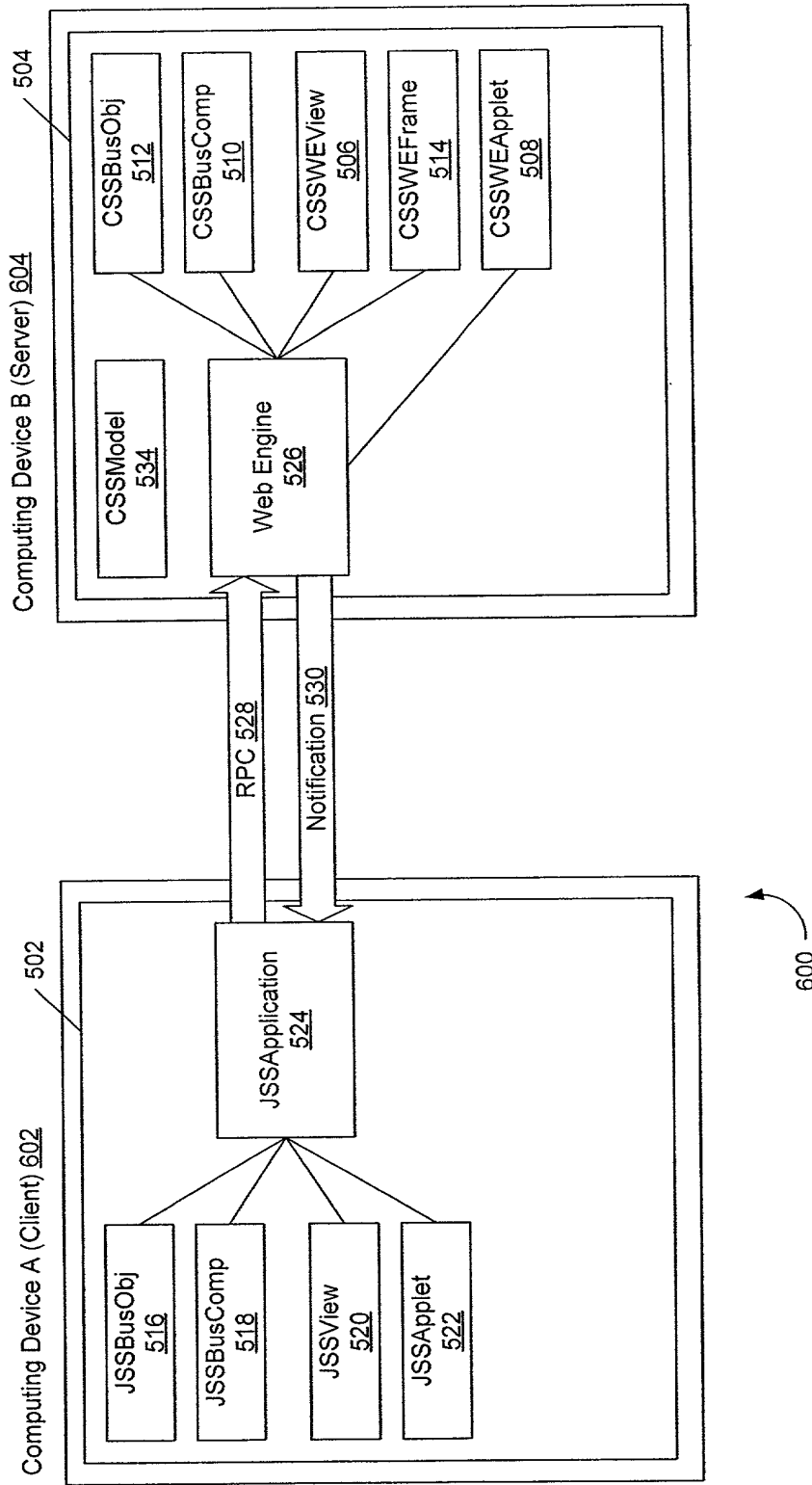


Fig. 6A

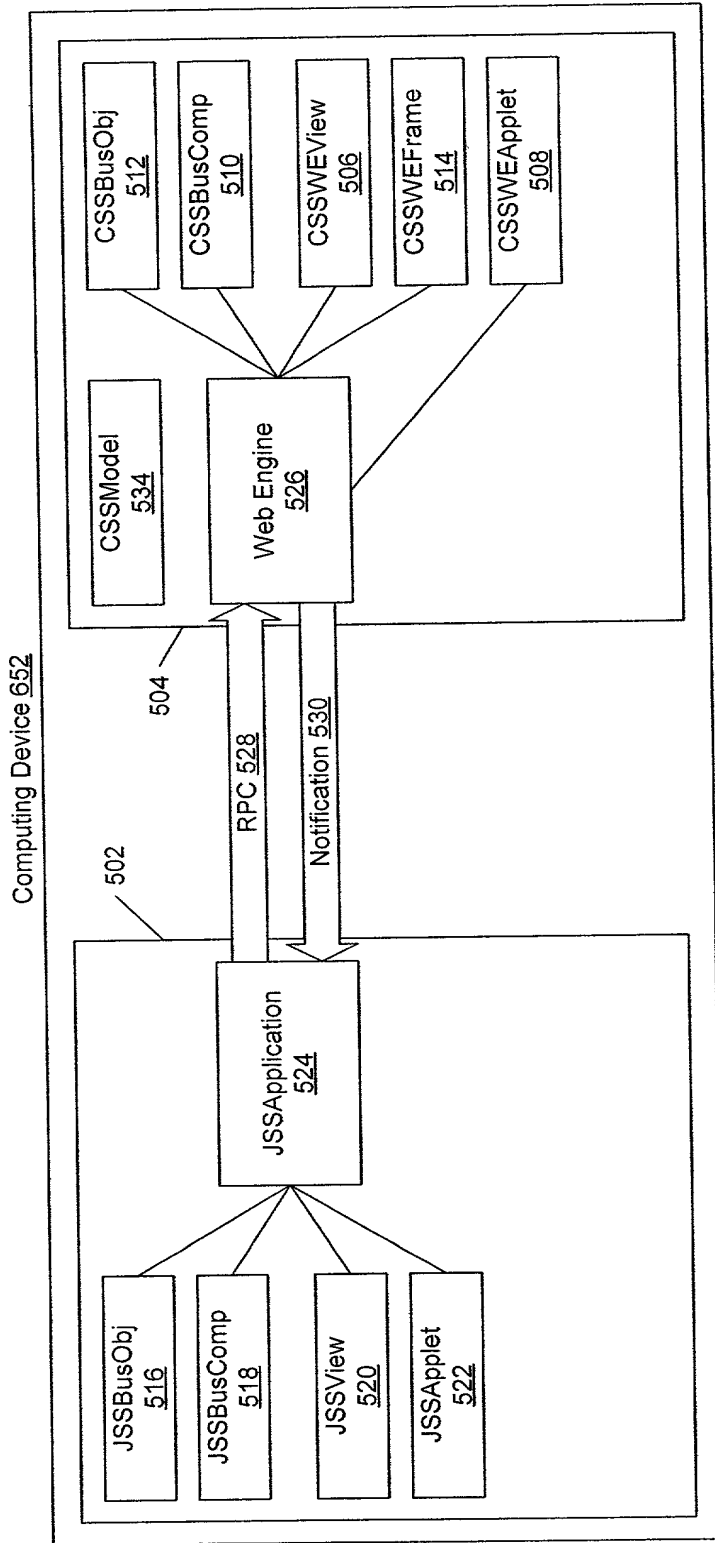


Fig. 6B

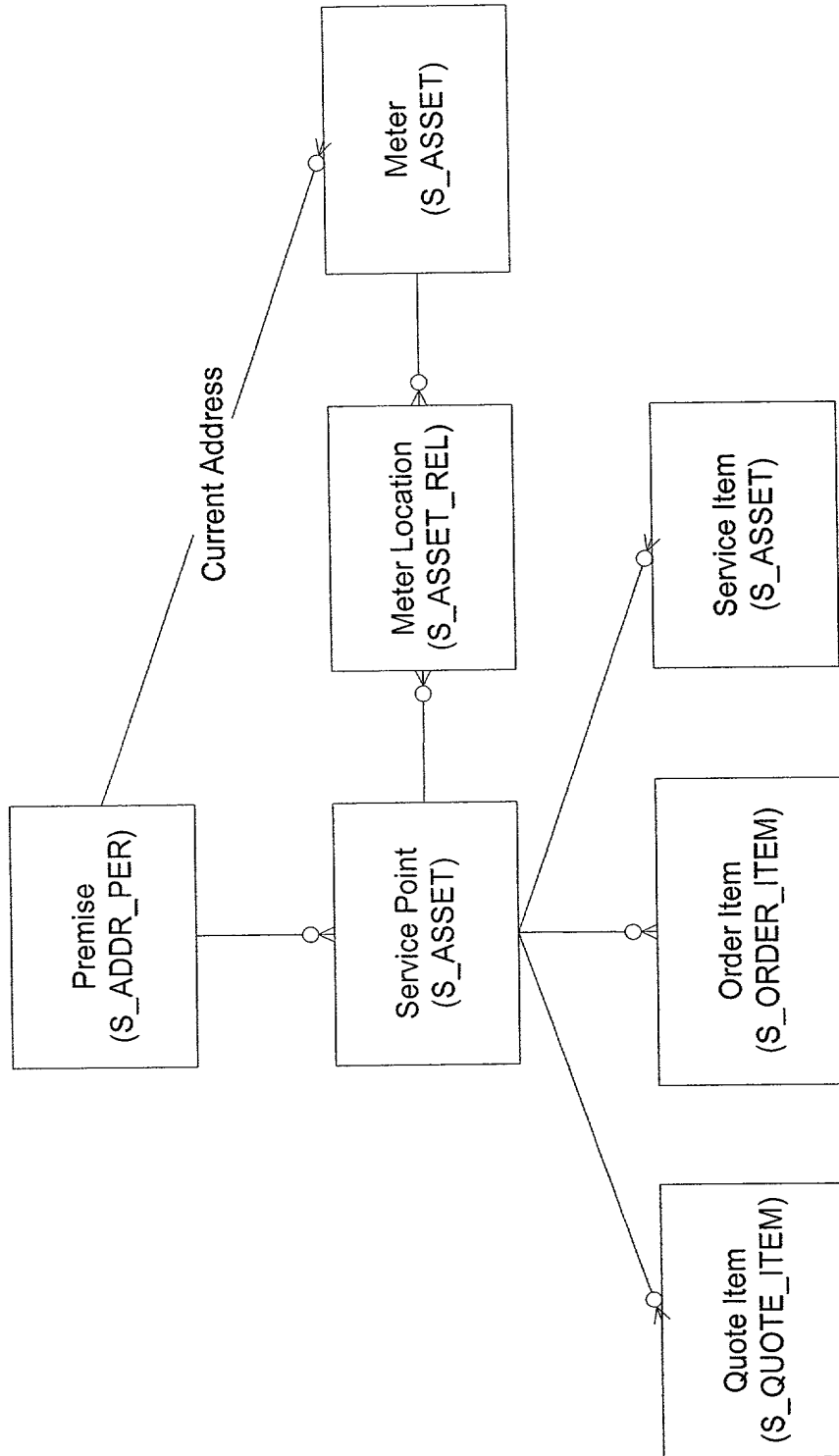


Fig. 7A

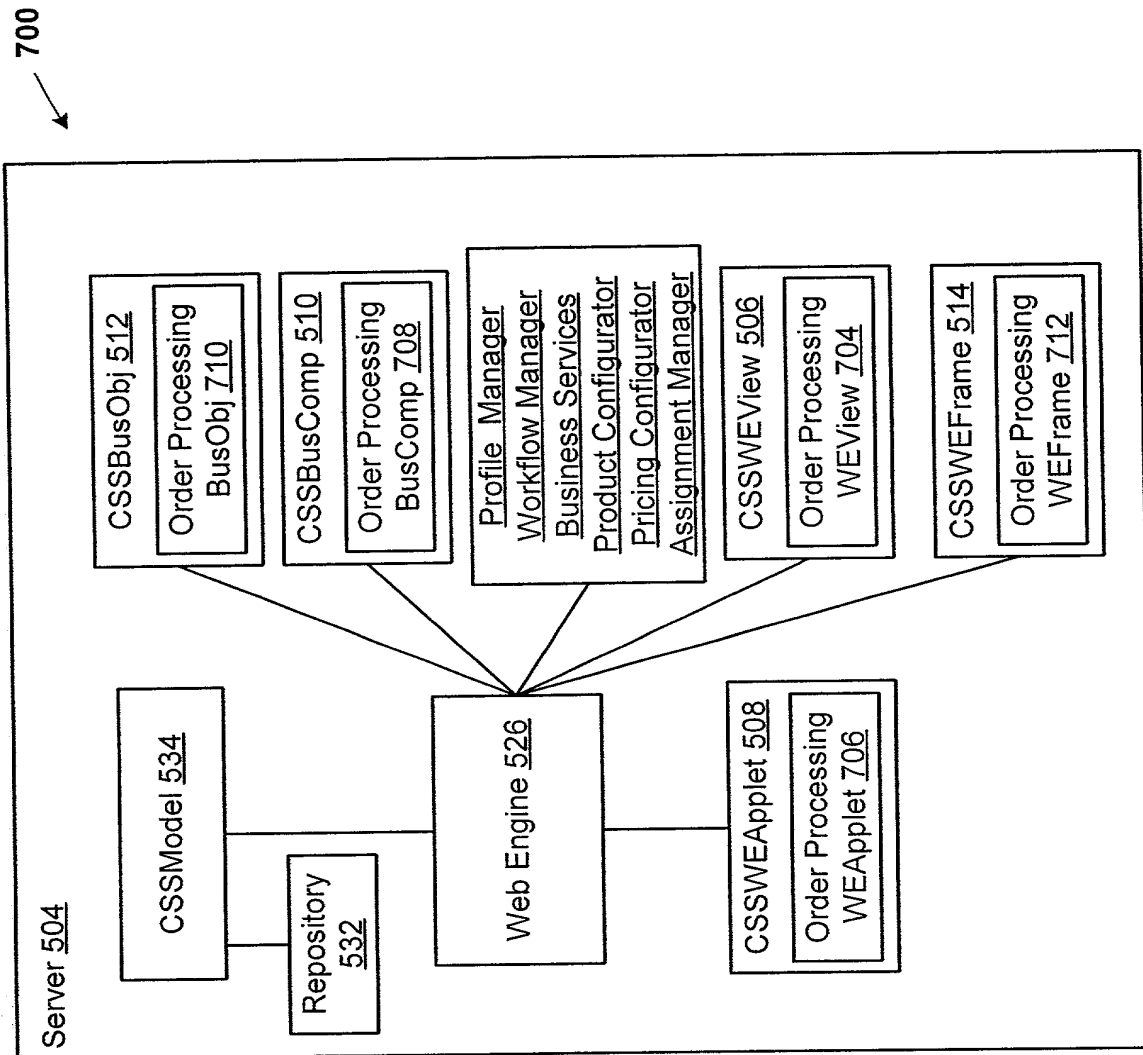


Fig. 7B

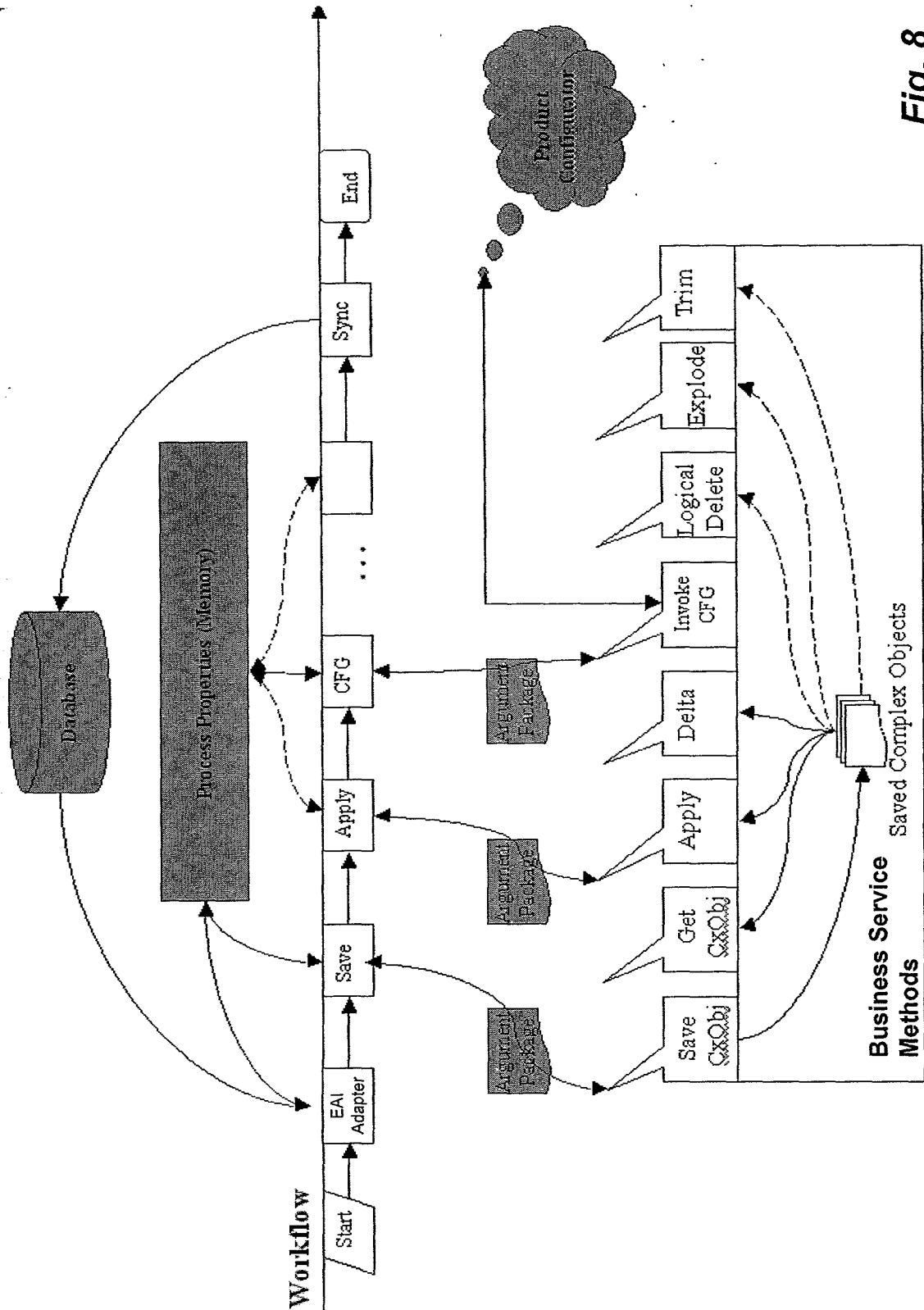


Fig. 8

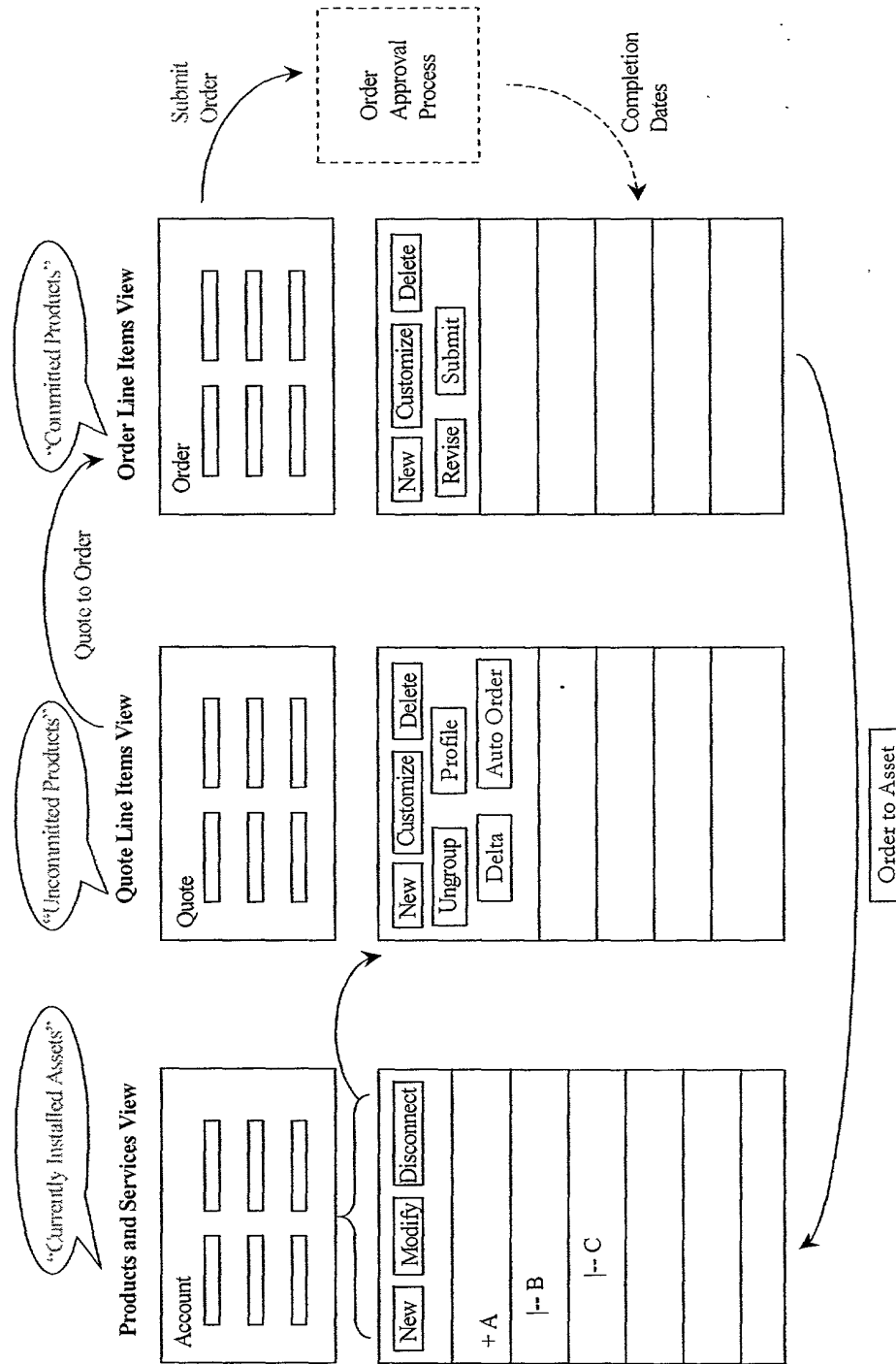


Fig. 9A

900 ←

900

File Edit View Help

Home Accounts Premises Work Orders Trouble Tickets Service Requests Fraud Management Credit Management Agreements Co

Show All Accounts Favorites: \* Null Query

Account:

Accounts New Move 1-7 of 7

Name	Parent	Main Phone #	Status	Type	Account Team	Account
ABC Americas East		(908) 456-8900	Active	Distributor	SADMIN	Customer
ABC Mart # 18	Montgomery	(908) 325-6701	Active	Retailer	SADMIN	Customer
ABC Mart # 17	Princeton	(908) 325-6702	Active	Retailer	SADMIN	Customer
ABC Mart # 21	Pennington	(908) 325-7801	Active	Retailer	SADMIN	Customer
ABC Mart HQ	HQ	(908) 456-8900	Active	Distributor	SADMIN	Customer
Ace Corporation		(908) 456-8900	Active	Distributor	SADMIN	Customer
Americas Accounts		(908) 456-8900	Active	Distributor	SADMIN	Customer

More Info Account Affiliations Move Account D&B Reports Account Team Activities Activity Plans Address Profile Address

Name: ABC Mart #17 Address Line 1: 1200 University Avenue City: Zip: Site: Princeton Address Line 2: State: Country: Synonyms: Status: Active Industry: Account Team: SADMIN \*Account Type: Retailer Main Phone #: (908) 325-6702 Main Fax #: (908) 325-6705 \*Account Class: Customer

Fig. 9B



Fig. 9C

Account A.K. Parker > Account

Account Name: A.K. Parker  
Address Line 1: 1000 Industrial Way  
City: Santa Fe Springs  
State: CA  
Zip: 90404

Synonyms: Active  
Status: Active  
Industry: Healthcare  
Account Team: PHOENIX

Account Type: Clinic  
Main Phone #:   
Main Fax #:   
912

Products & Services (Service) 916

Product Name	Service ID	Agreement Name	Service Description
Local Services Bundle	415-987-6786	A.K. Parker Agreement	Local Services Bundle
DSL Service		A.K. Parker Agreement	DSL Service
Wireless Service	415-987-7384	A.K. Parker Agreement	Wireless Service

Products & Services (Billing) 918

Product Name	Service ID	Agreement Name	Service Description
Local Services Bundle	415-987-6786	A.K. Parker Agreement	Local Services Bundle
DSL Service		A.K. Parker Agreement	DSL Service
Wireless Service	415-987-7384	A.K. Parker Agreement	Wireless Service

Quotes 920

Status	Quote Number	Name
Order Placed	12-3728	5DSL Lines

Trouble Tickets 924

Status	Ticket ID #	Abstract
Open	1113304	Busy signal when calling out
Open		Lots of wrong numbers

Orders 922

Status	Order Date	Order #	Type	Opportunity
Pending	07/12/2001	12-3829		

Additional Account Info 926

Billing:   
Agreements:   
Contacts:   
Recommended Products: California

930

932934

**Fig. 9D-1**

Totals

Line Detail

Attributes

1 of 7 +

Save

Item Total MRC:

30.00

Total Item Discount MRC:

10.00

Net Total MRC:

20.00

Adjustment MRC:

0

Item Total MRC:

150.00

Total Item Discount MRC:

100.00

Net Total MRC:

50.00

Adjustment MRC:

0

Comments:

Description of pricing, discounts and adjustments for both MRC and NRC.

**Fig. 9D-2**



**Fig. 9D-3**

**Fig. 9D-3**

936

More Info									
New		Save		Refresh		Refresh		Refresh	
Attachments		Bill To Ship To		Line Item (SAB)		Orders		Terms & Totals	
Functions		Data Entry		Profile		Uninstall		Charts	
Sequence		Qty		Item		Start Price		Extended Price	
Unit		Unit		Unit		Unit		Unit	
Service		Service		Service		Service		Service	
Point ID		Point ID		Point ID		Point ID		Point ID	
Billing Account		Billing Account		Billing Account		Billing Account		Billing Account	
Agreement Name		Agreement Name		Agreement Name		Agreement Name		Agreement Name	
1	10	Call Waiting	1	Call Waiting	150.00	3.00	3.00	150.00	Each
2	1	Nokia 870S	1	Nokia 870S	160.00	160.00	160.00	160.00	Each
3	1	Hands Free Access	1	Hands Free Access	25.00	0.00	0.00	0.00	Each
4	1	Hands Free Access	1	Hands Free Access	25.00	0.00	0.00	0.00	Each
5	1	Hands Free Access	1	Hands Free Access	25.00	0.00	0.00	0.00	Each
6	1	Hands Free Access	1	Hands Free Access	25.00	0.00	0.00	0.00	Each
7	1	Hands Free Access	1	Hands Free Access	25.00	0.00	0.00	0.00	Each
8	1	Hands Free Access	1	Hands Free Access	25.00	0.00	0.00	0.00	Each
9	1	Hands Free Access	1	Hands Free Access	25.00	0.00	0.00	0.00	Each
10	1	Hands Free Access	1	Hands Free Access	25.00	0.00	0.00	0.00	Each

Totals									
Line Item Detail		Attributes		1 - 2 of 2		1 - 2 of 2		1 - 2 of 2	
Attribute Name		Data Type		Value		Description		Action	
No. Of Rings	Number	6		(650) 278-3632		Number of rings before call is forwarded		Update	
Forwarding No.	Text	(650) 278-3632		Number to forward call to		Number to forward call to		Update	

Fig. 9D-4

← 938

**Sales Order**

Order #: 36-14791176  
Type: Sales Order  
Priority: Medium  
Status: Open  
Revision: 1

Account: A.K. Parker  
Site: Santa Clara  
Last Name: Opperman  
First Name: Giles  
Service Account: A.K. Parker (Service)  
Billing Account: A.K. Parker (Billing)

Description: Description to the Sales Order.

Team: KLAKSHM  
Organization: Default Organization  
\*Currency: USD

Opportunity: Service Warranties for Pe  
Quote #: 10-3V6RF  
SR #: 38-J637WEBX  
Agreement Name: Test Agreement

Sequence	Qty	Item	Start Price	Used Price	Extended Price	UoM	Service ID	Status	Action	Service Account	Billing Account	Ag
1	1	Contract Agreement	50.00	50.00	50.00	Each		Pending Update		A.K. Parker (Service)	A.K. Parker (Billing)	Test

Fig. 9E

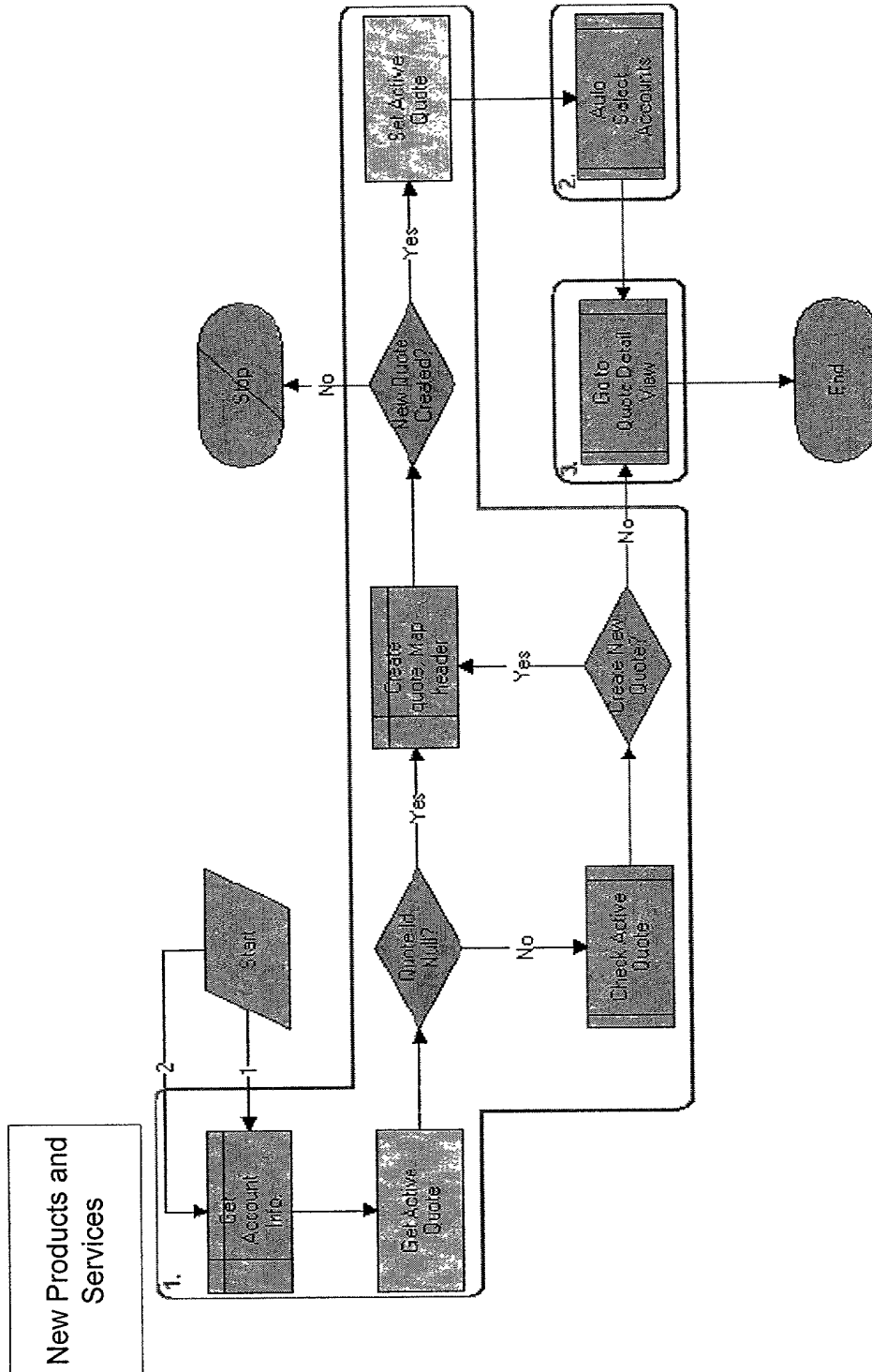


Fig. 10A

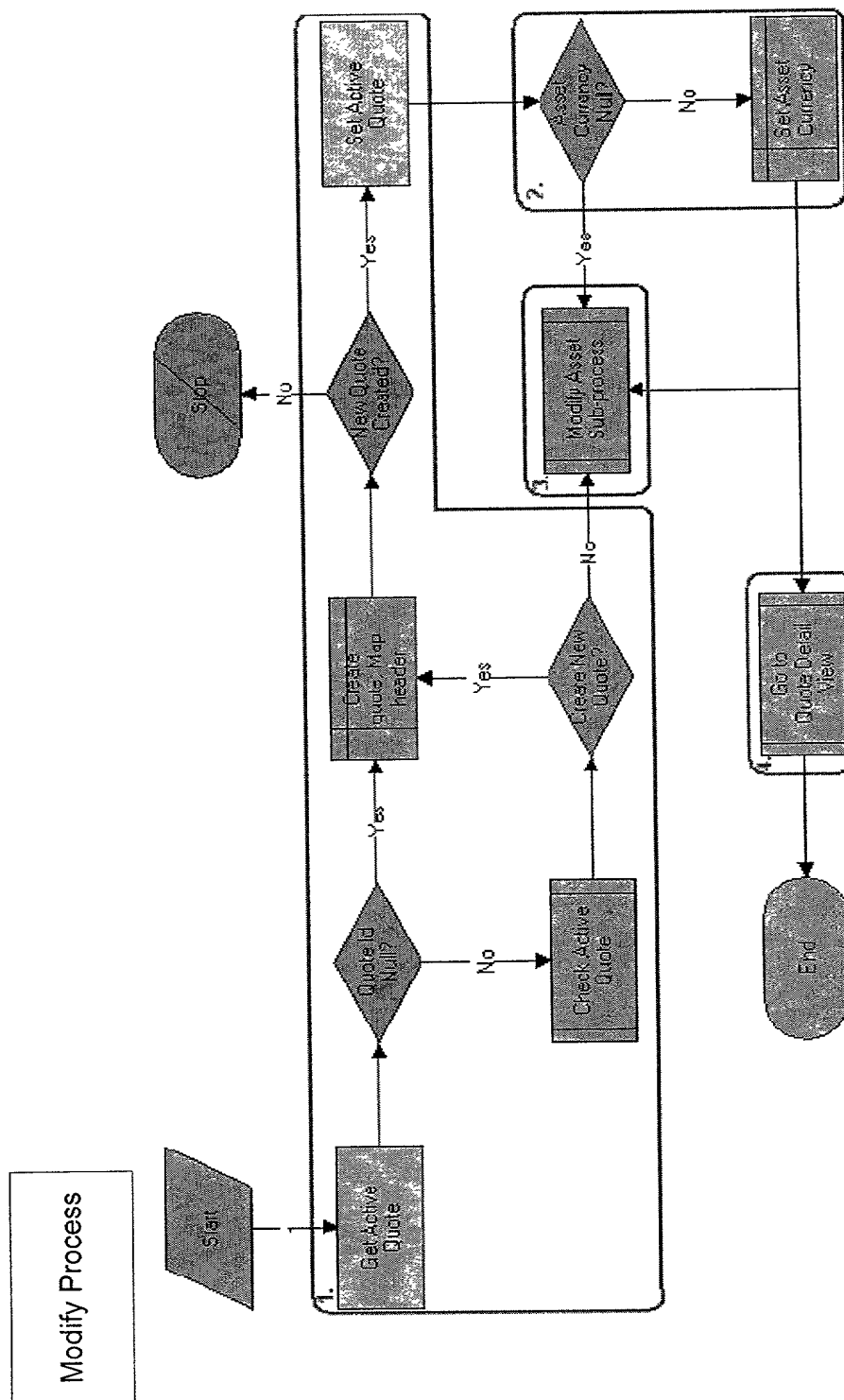


Fig. 10B-1



Modify Asset  
Sub-process

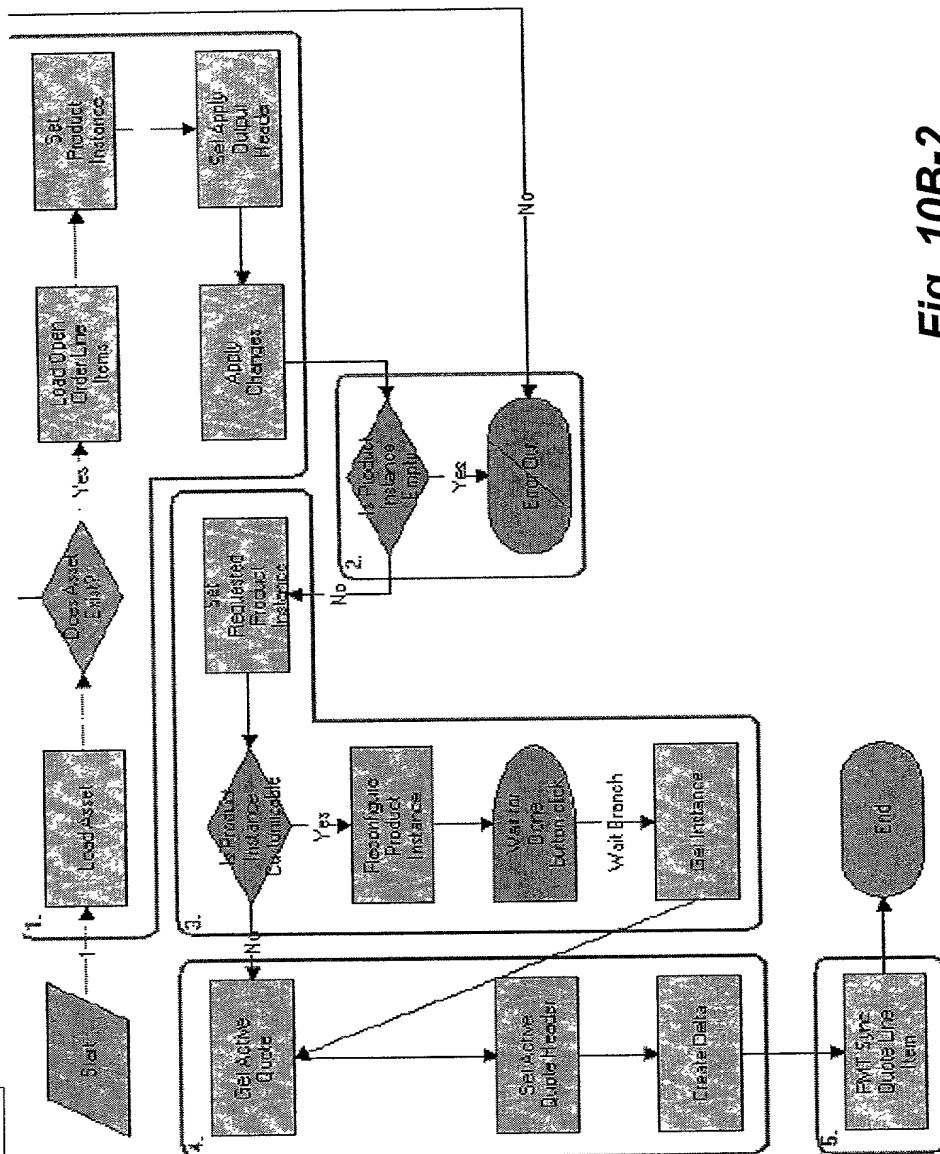


Fig. 10B-2

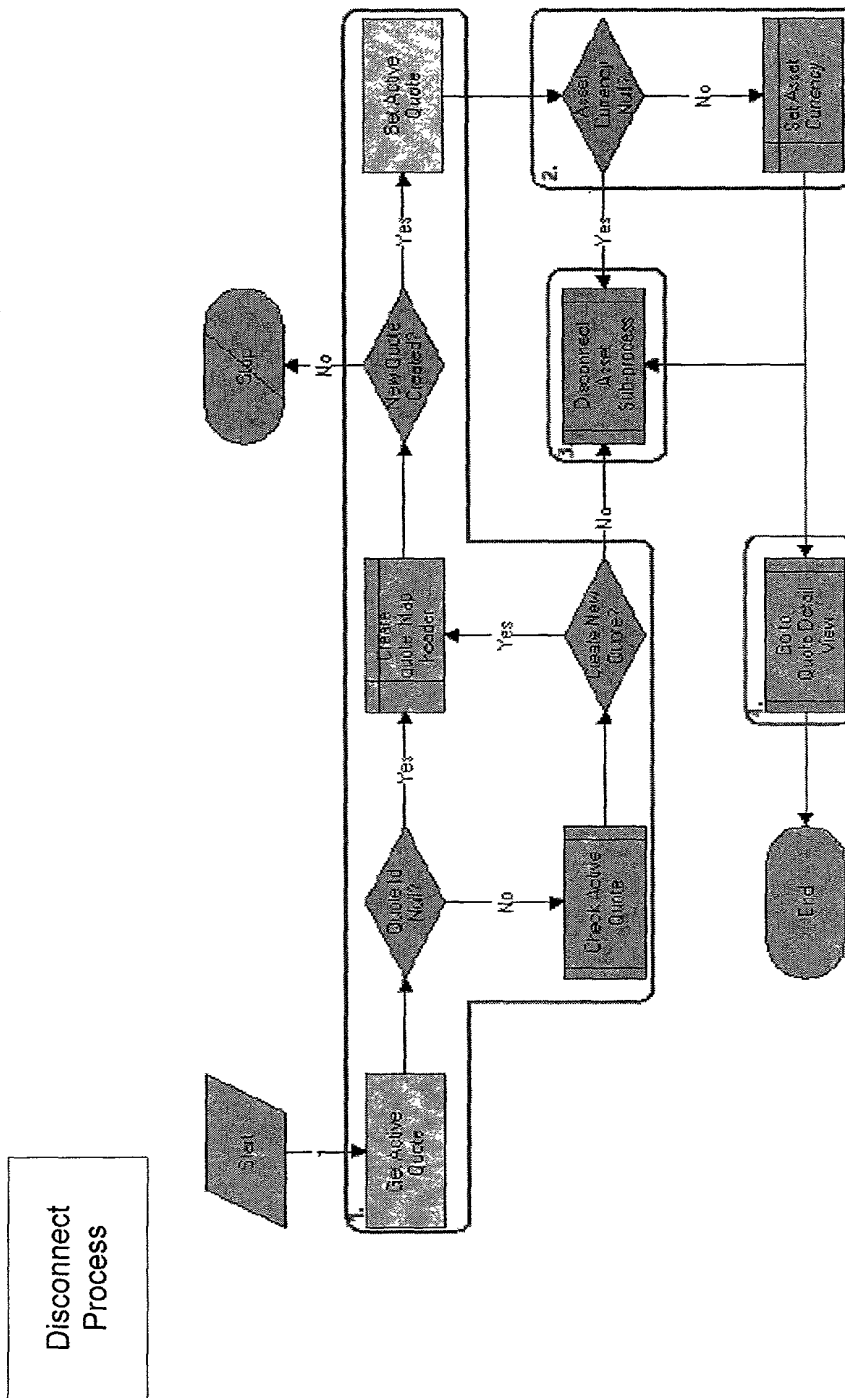


Fig. 10C-1

Disconnect Asset  
Sub-Process

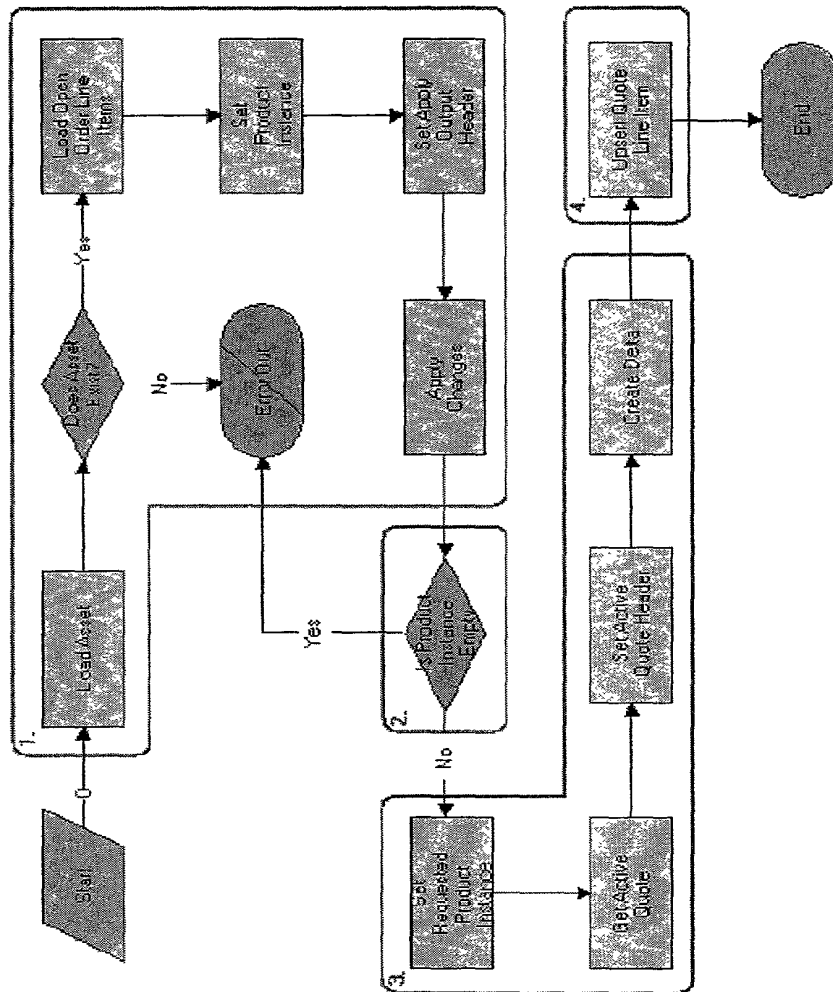


Fig. 10C-2

Profile Process

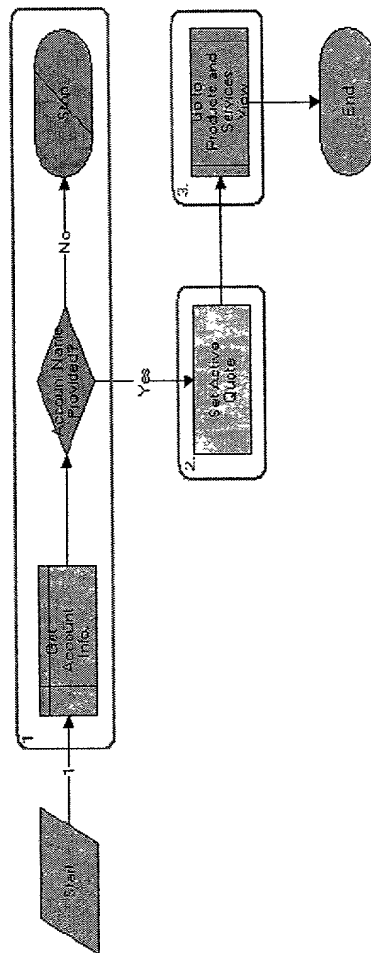
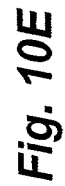
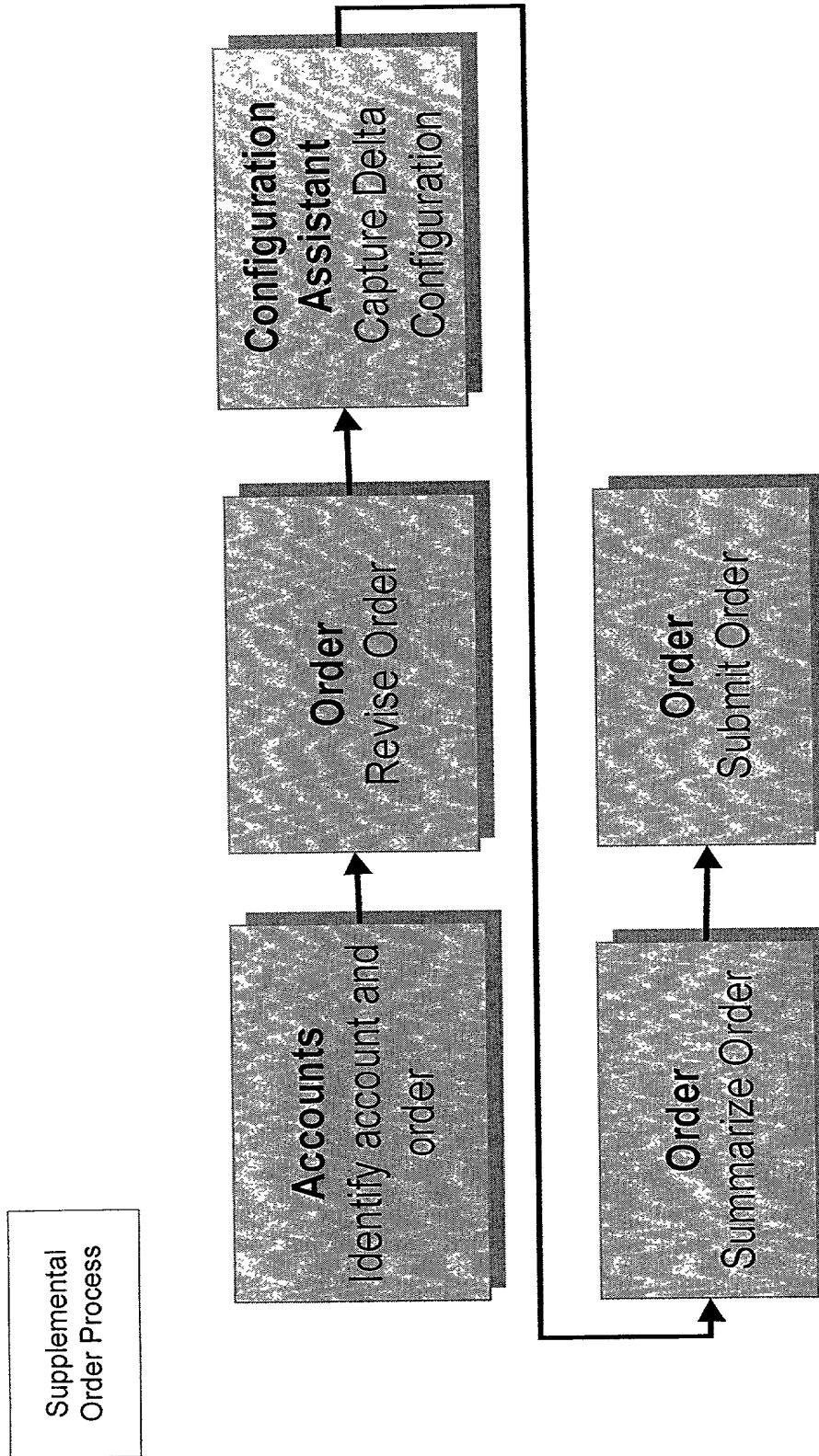


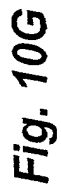
Fig. 10D



**Fig. 10E**



**Fig. 10F**



Quote to Order  
Process

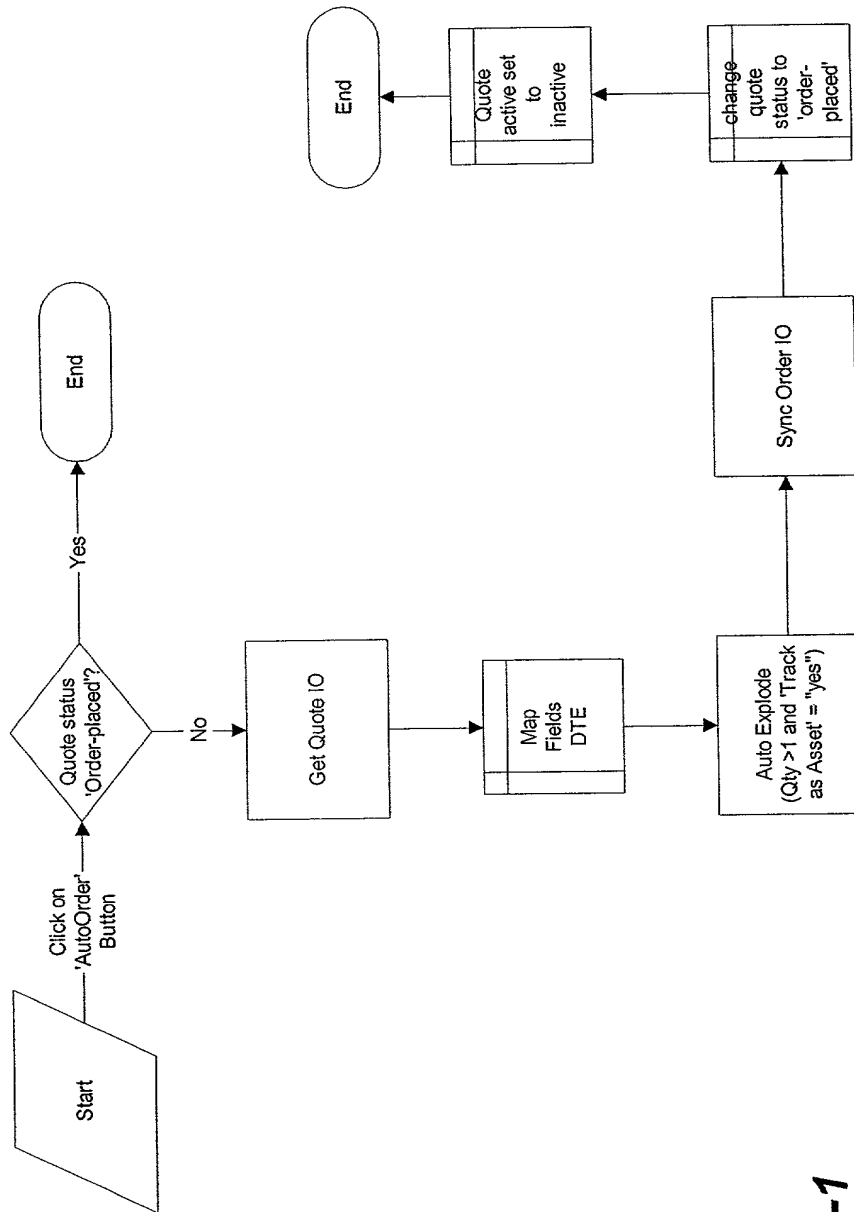


Fig. 10H-1



Quote: **Quote**

Quote #: 1-10MLH  
 Revision: 1  
 \*Name: 1-10MLH  
 Active: ☒

Opportunity:   
 \*Status: Order Placed  
 Price List: Application List Prices - eBusine...  
 Discount:

Account: Marriott International  
 Last Name: Dalton  
 First Name: Mike  
 \*Currency: USD

**Agreements** **Attachments** **Bill To/Ship To** **Shipments** **Product Search** **Line Items**

(New) (Save) (Auto Order) 1 of 1

Order #	Order Date	Type	Status	Account	Priority
1072-17-19501	9/18/2001 2:39:26 PM	Sales Order	Open	Marriott International	Medium

**Sales Order**

Service Order

Columns Displayed...

Advanced Sort...

Change Records

Merge Records

Import...

Export...

Select All

Invert Selection

New Record

Edit Record

Save Record

Copy Record

Undo Record

Delete Record

New Query

Run Query

Rename Query

First Records

Last Records

FIG. 10H-2

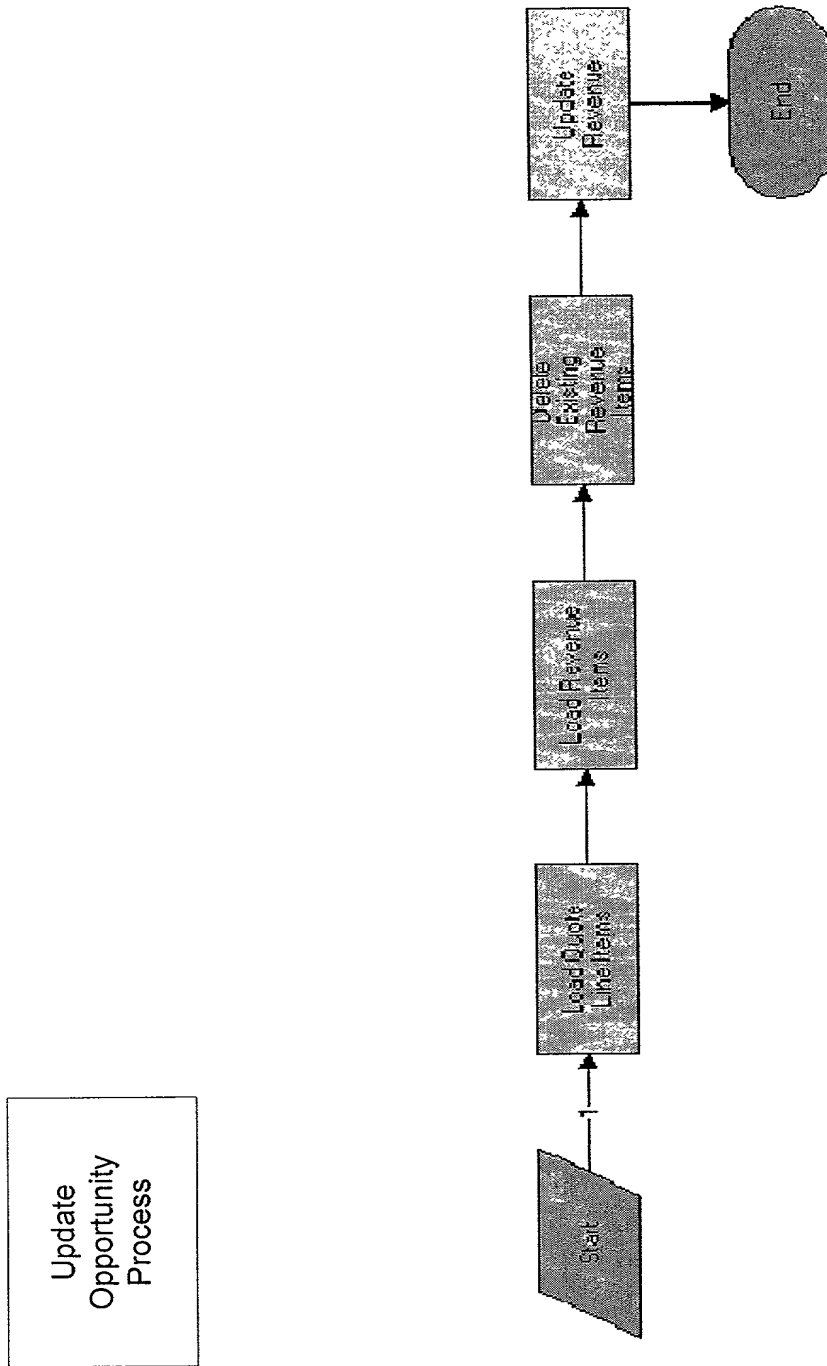


FIG. 10I

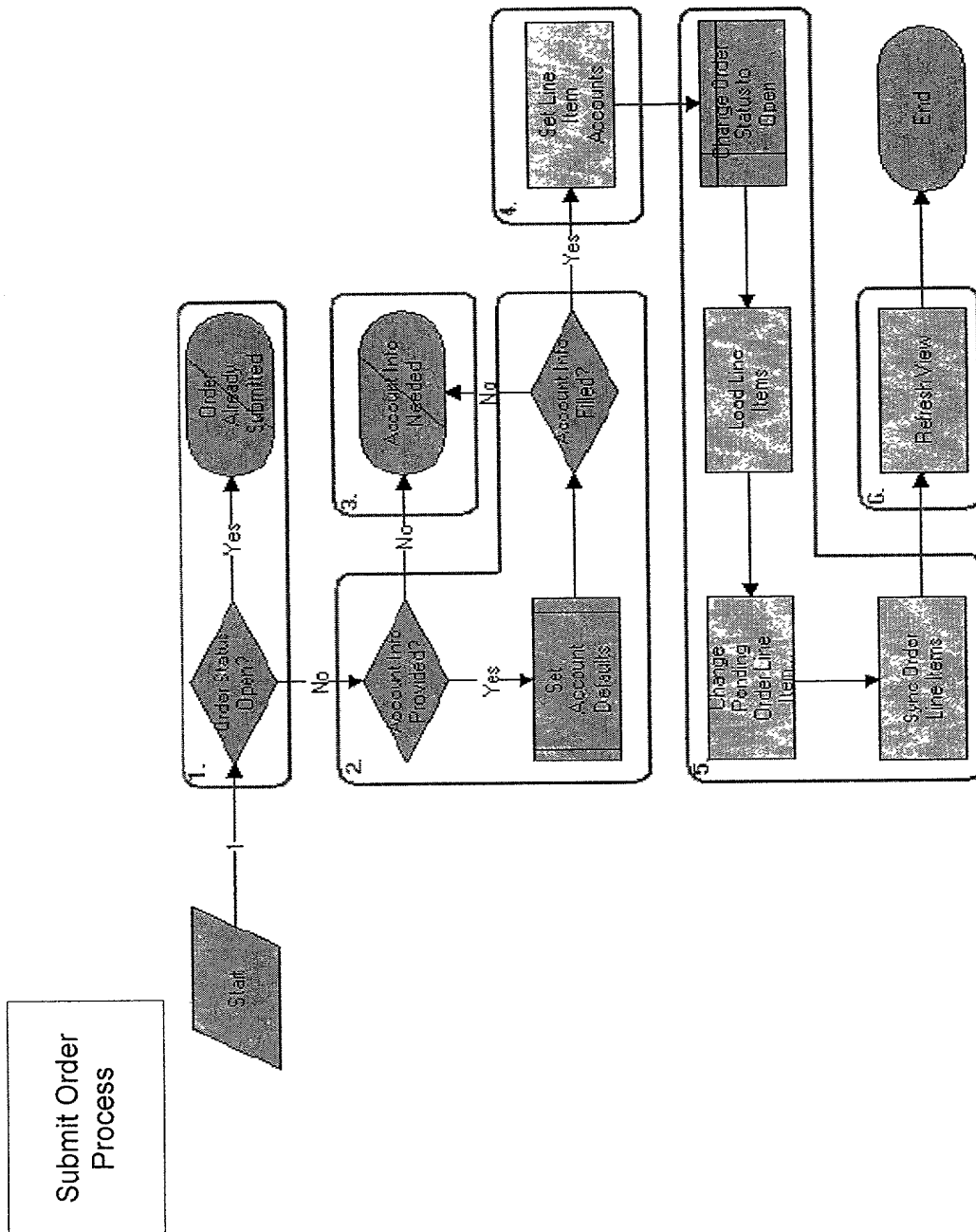


Fig. 10J

Ungroup Process

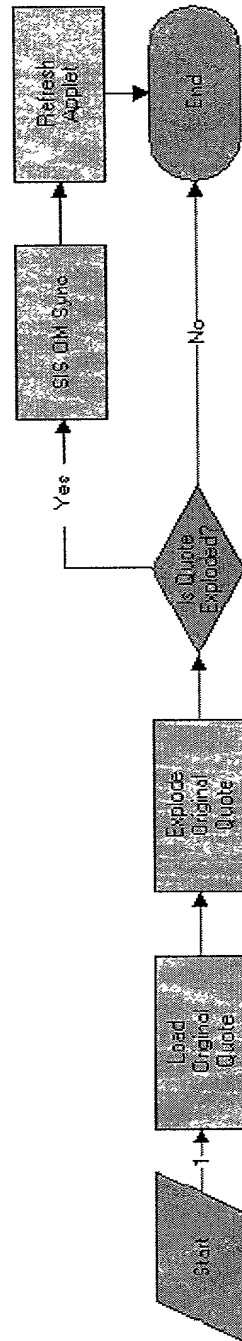
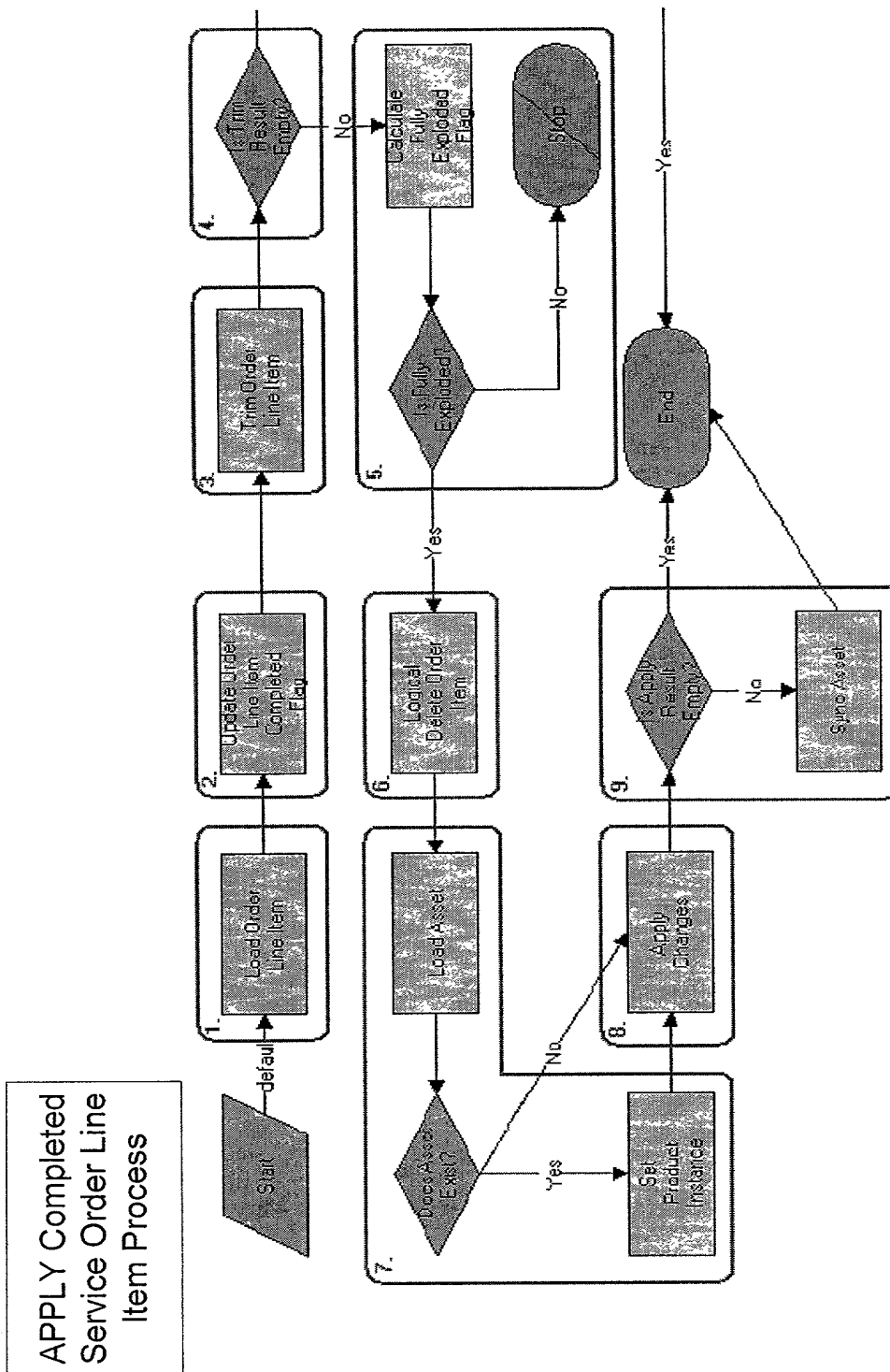
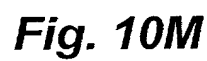


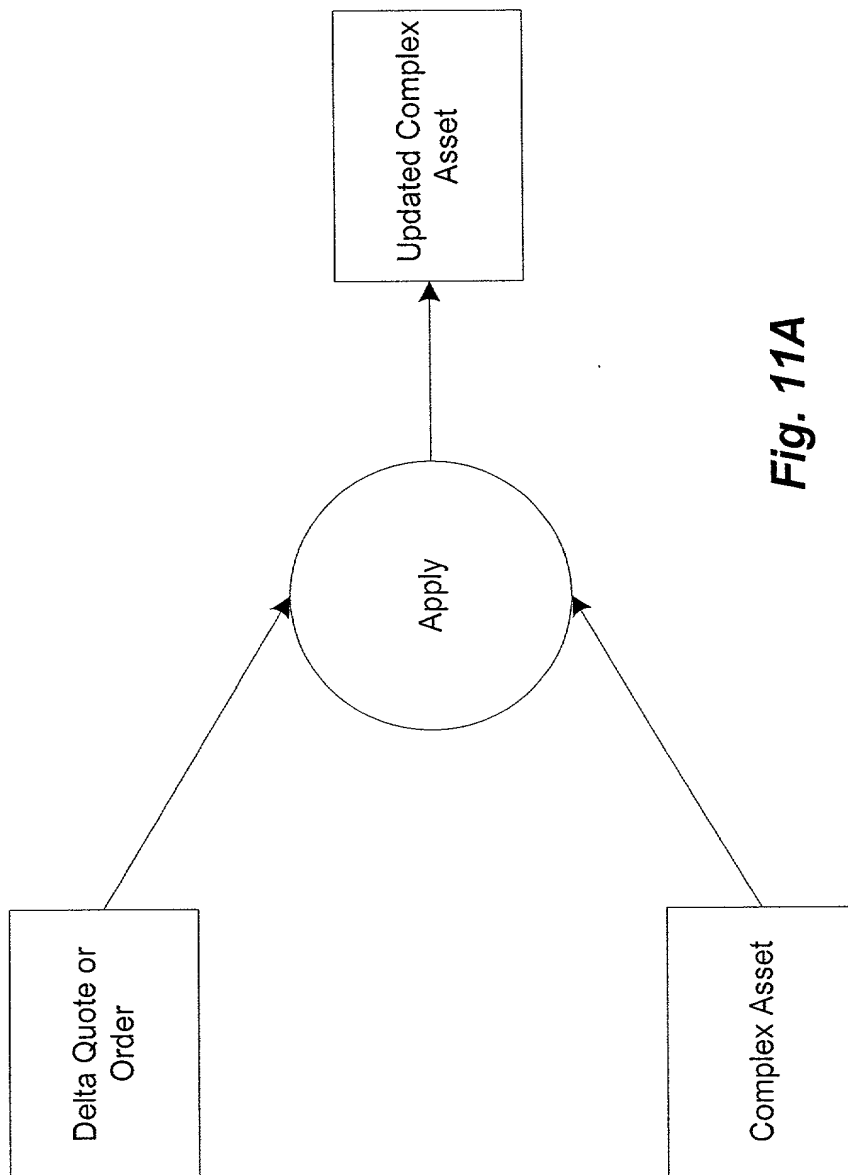
Fig. 10K



**Fig. 10L**

## Move Process





**Fig. 11A**

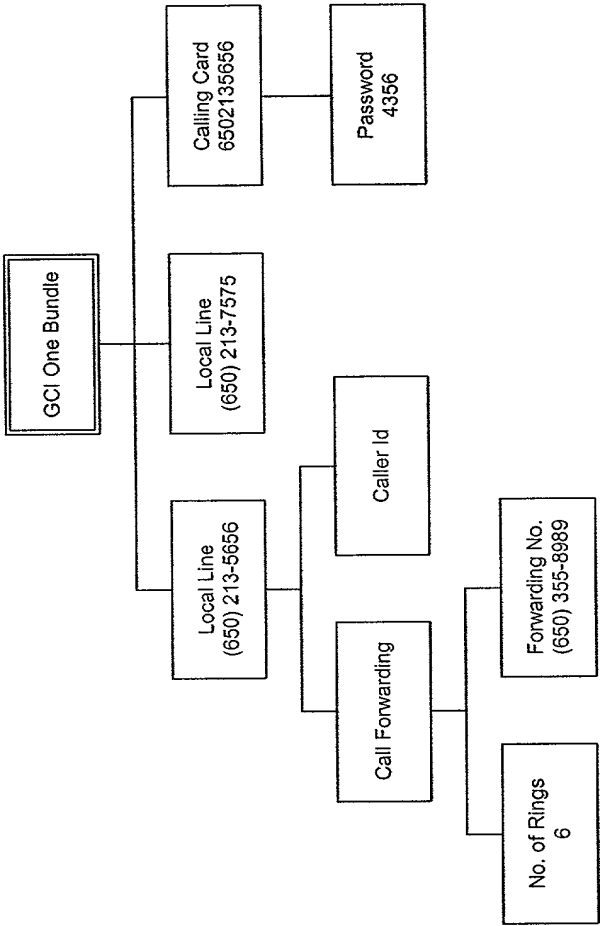


Fig. 11B-1



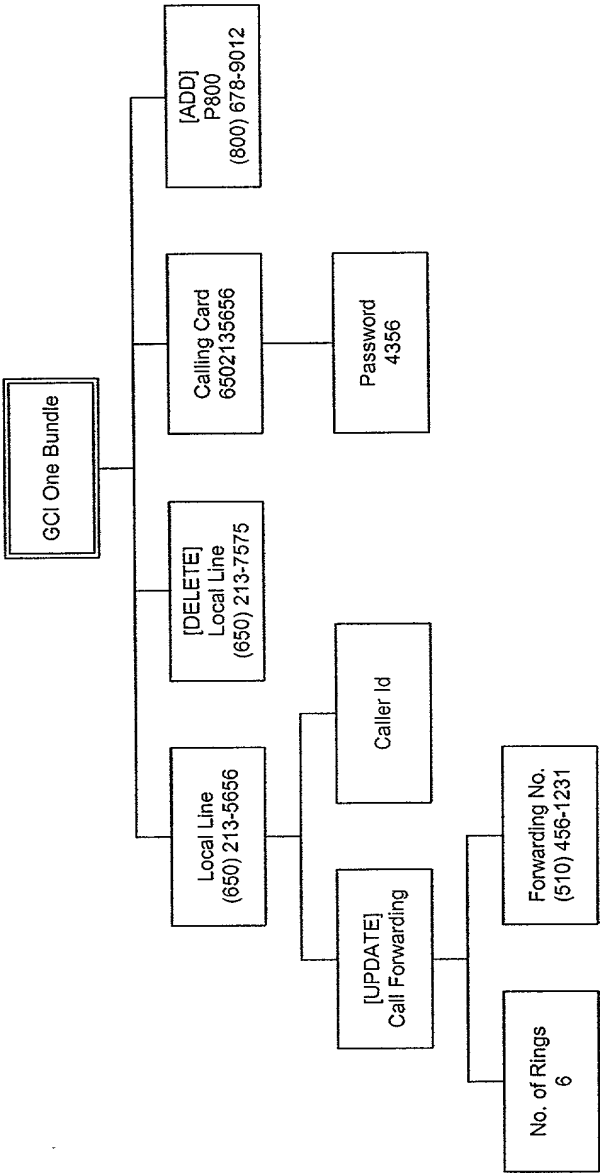
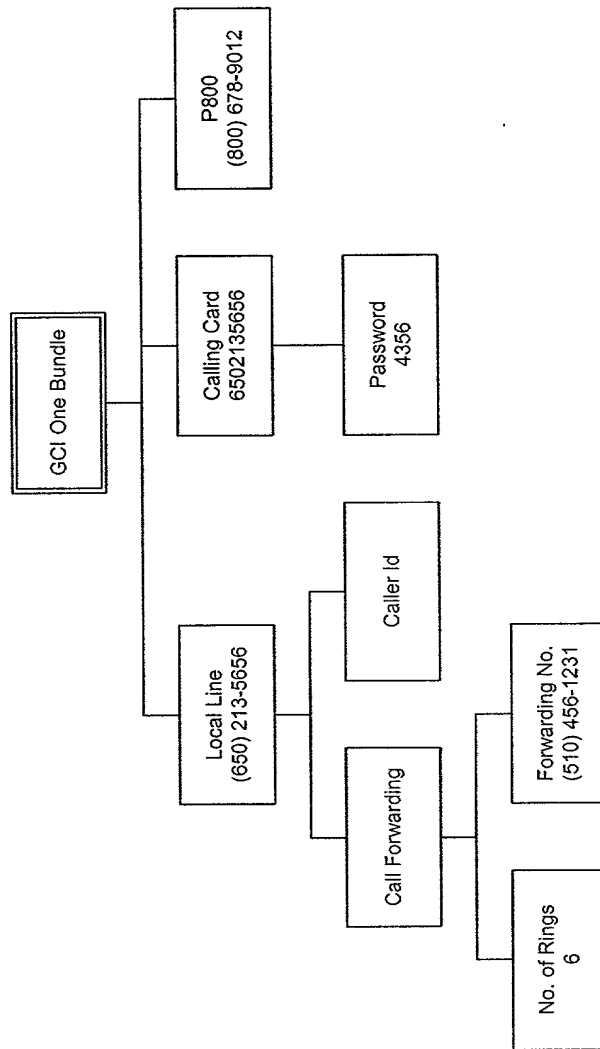
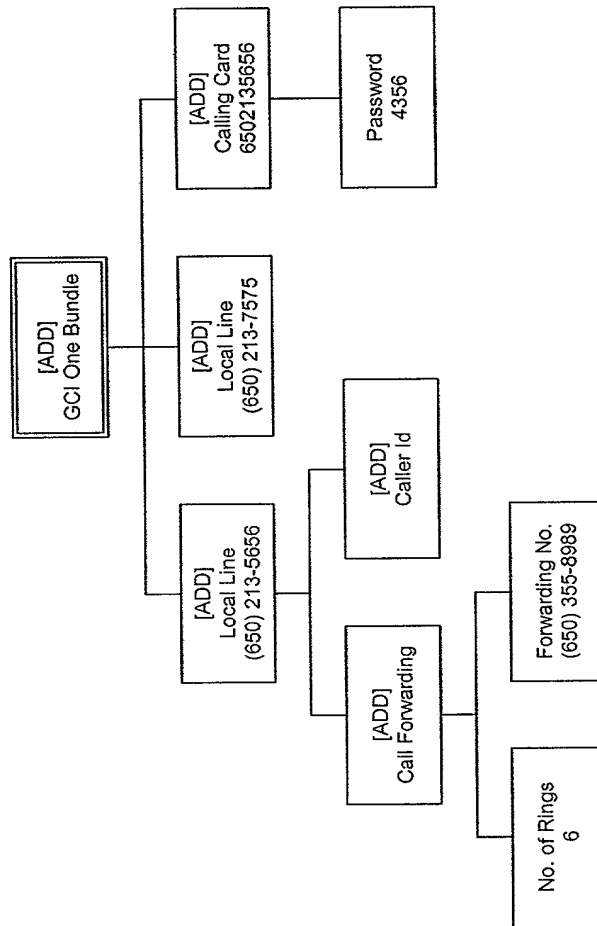


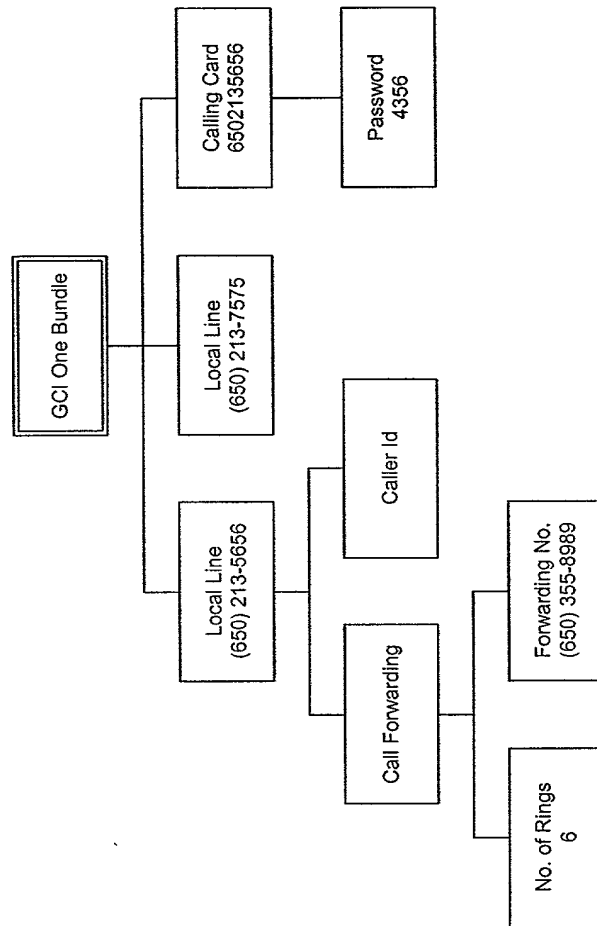
Fig. 11B-2



**Fig. 11B-3**



**Fig. 11C-1**



**Fig. 11C-2**

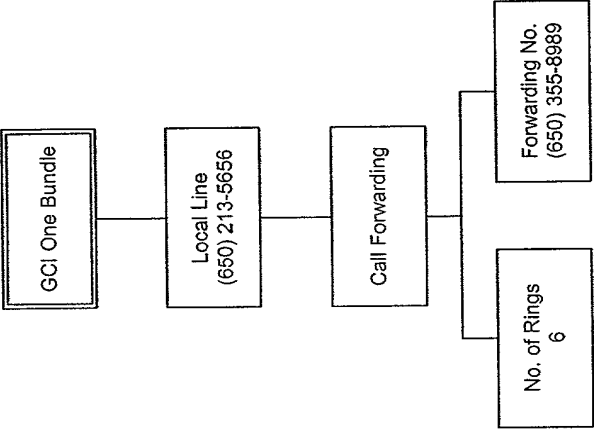
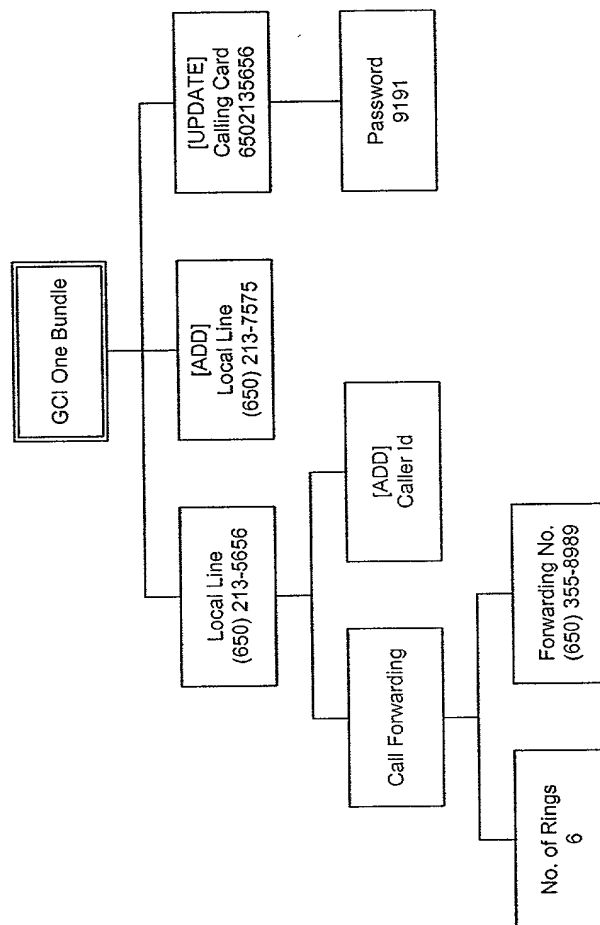
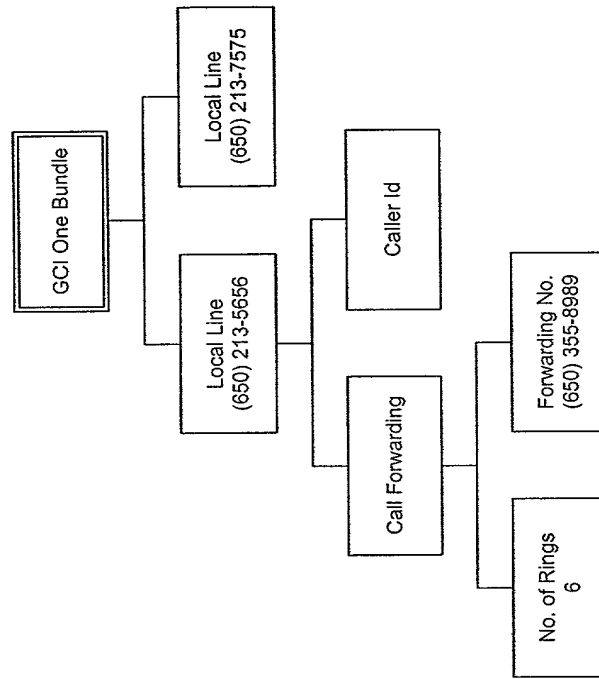


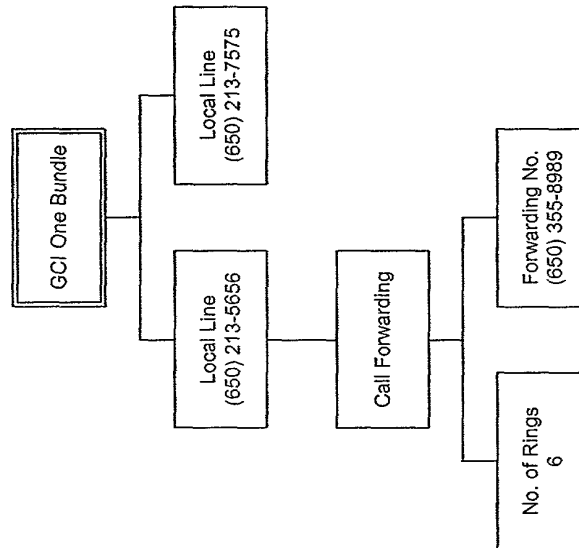
Fig. 11D-1



**Fig. 11D-2**

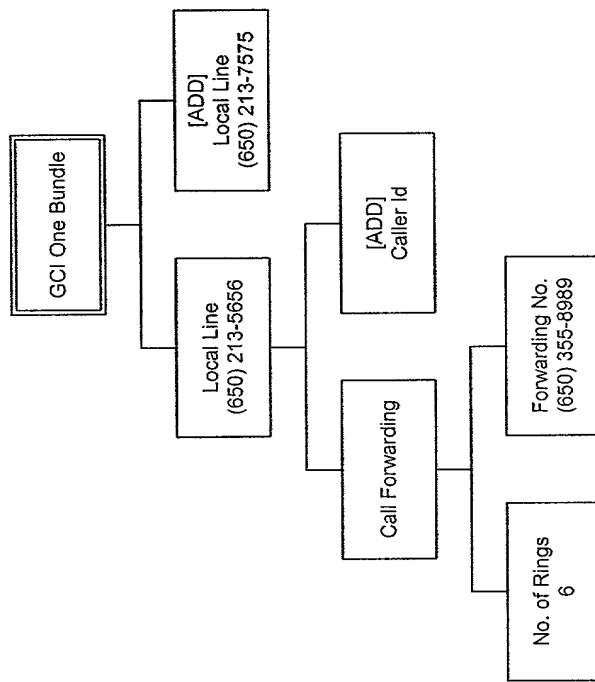


**Fig. 11D-3**

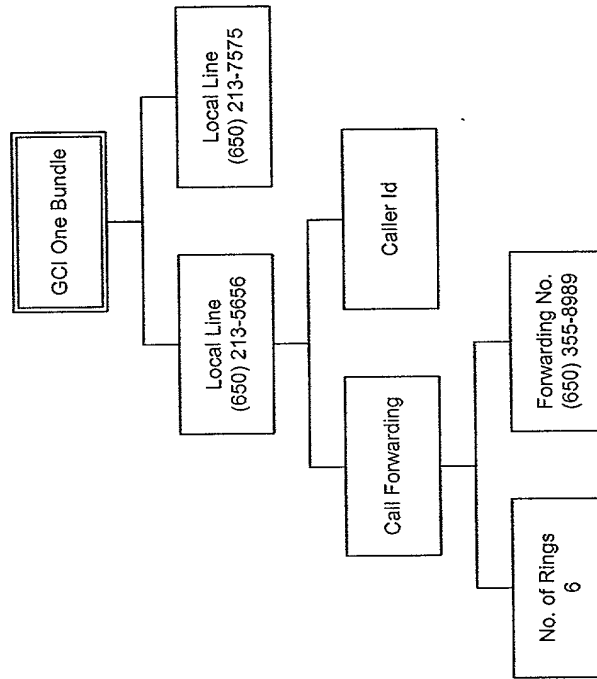


**Fig. 11E-1**

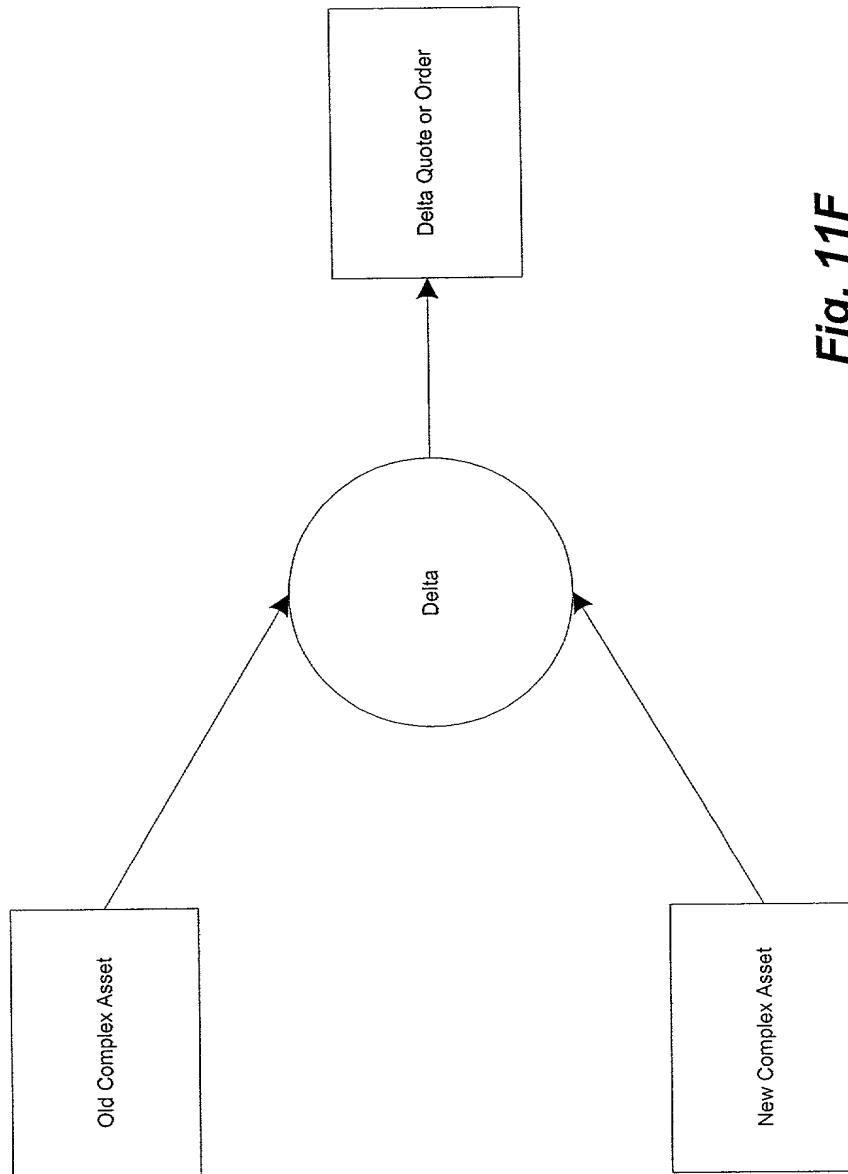




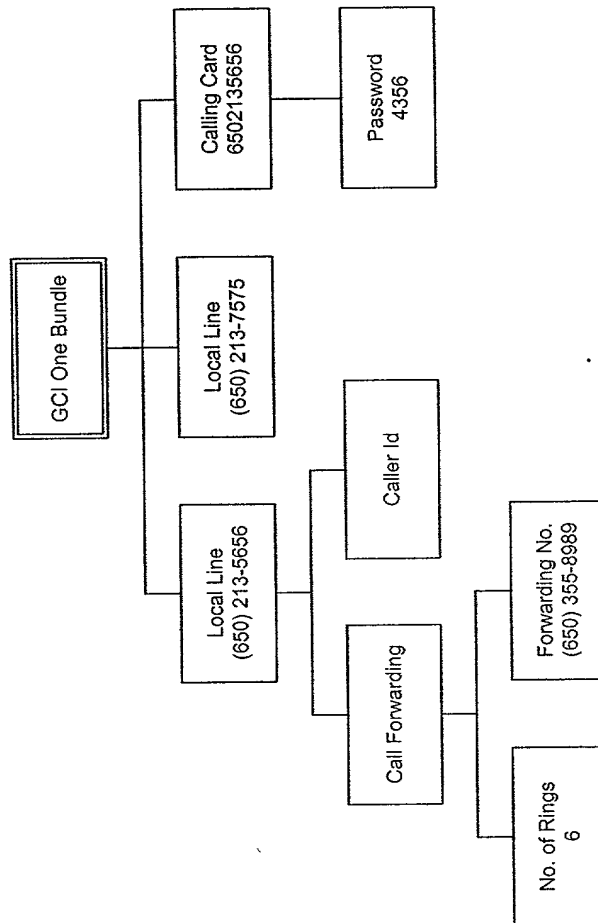
**Fig. 11E-2**



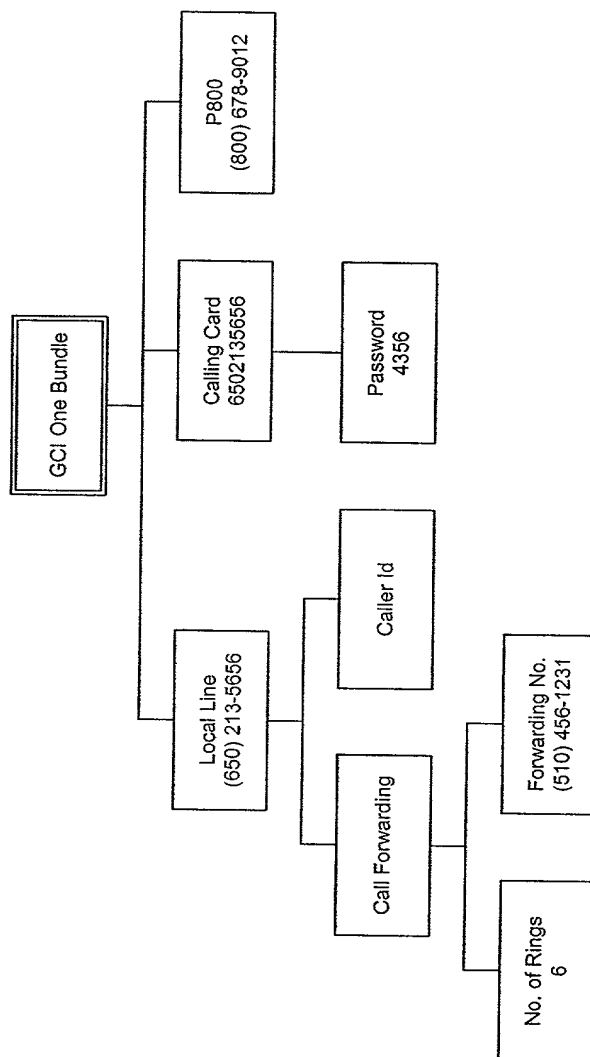
**Fig. 11E-3**



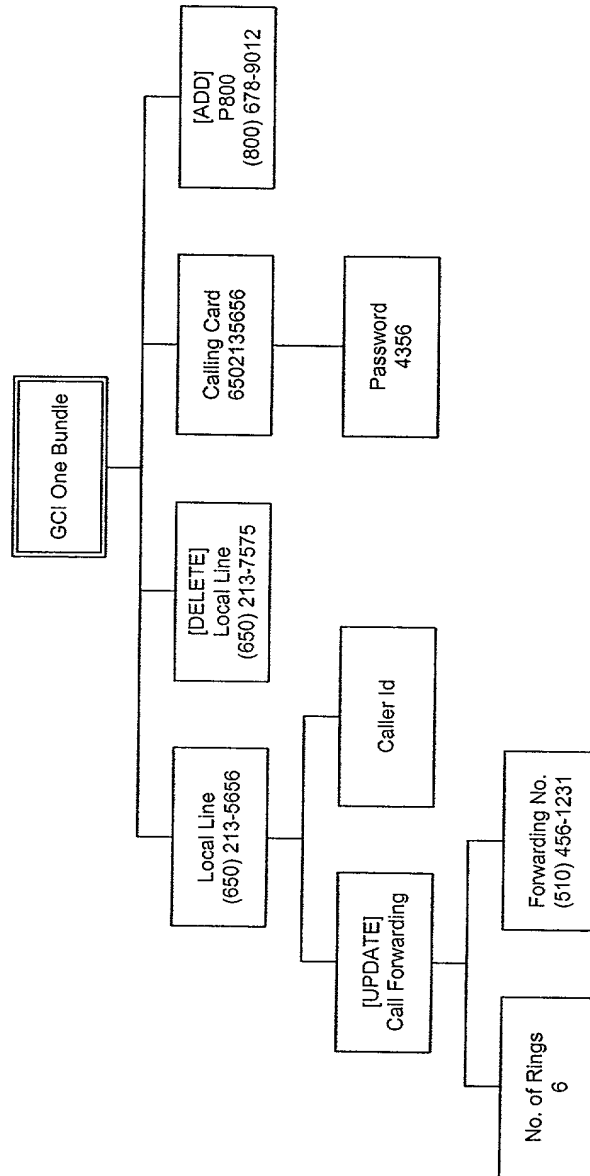
**Fig. 11F**



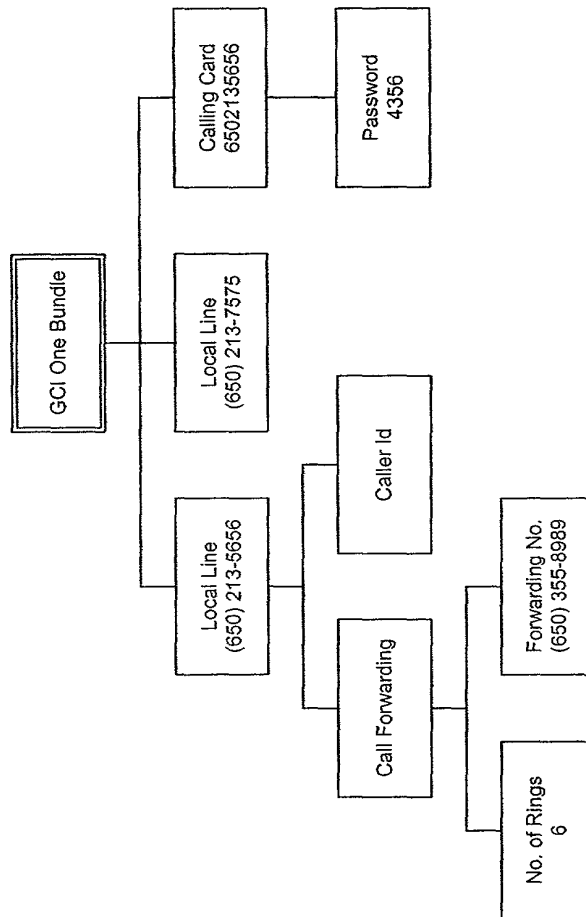
**Fig. 11G-1**



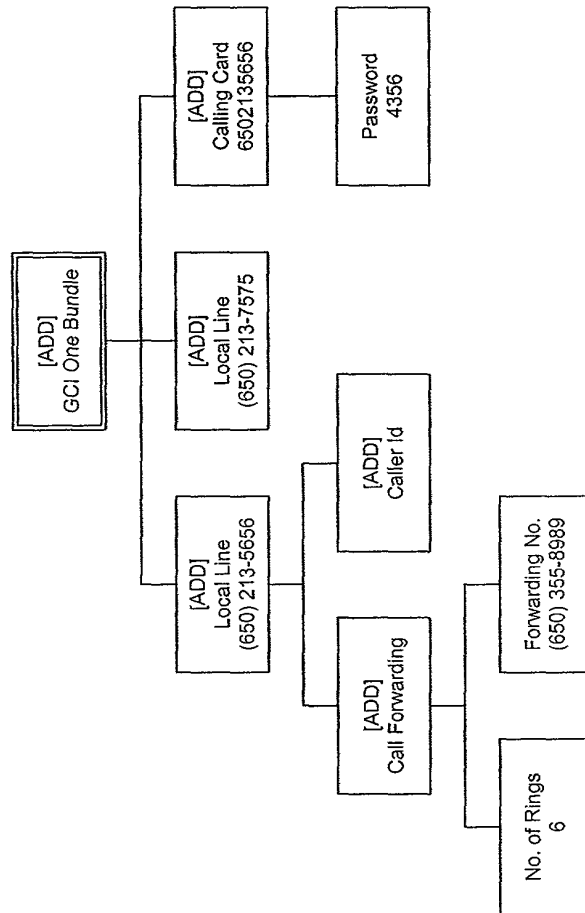
**Fig. 11G-2**



**Fig. 11G-3**

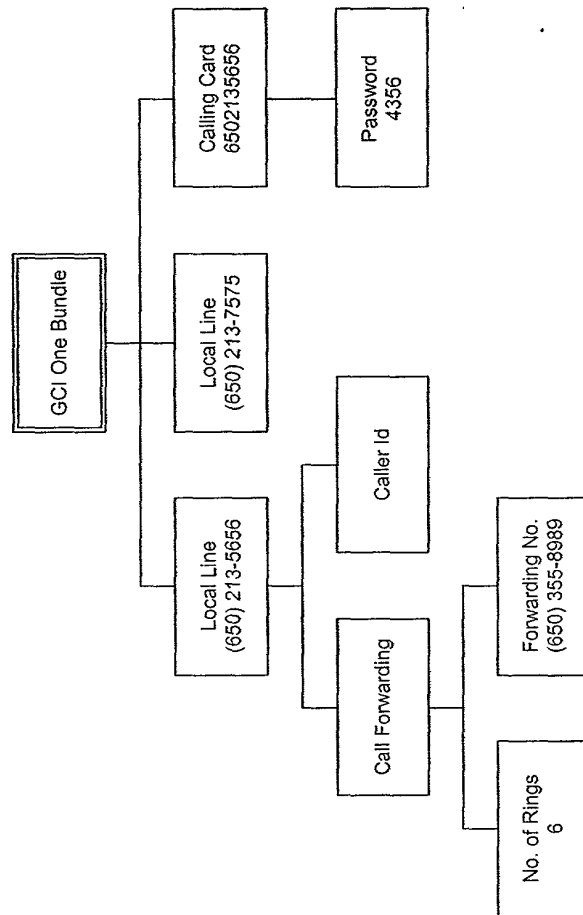


**Fig. 11H-1**

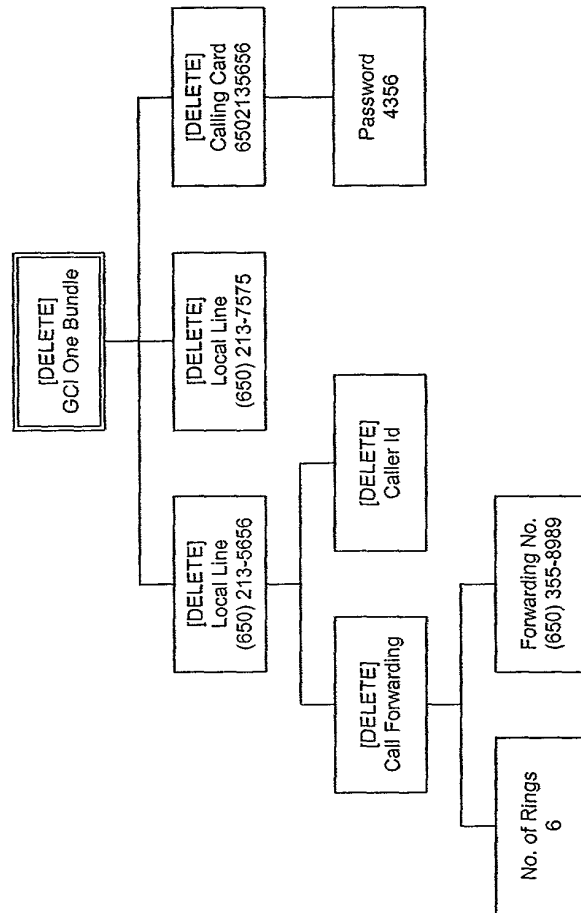


**Fig. 11H-2**





**Fig. 11I-1**



**Fig. 11I-2**

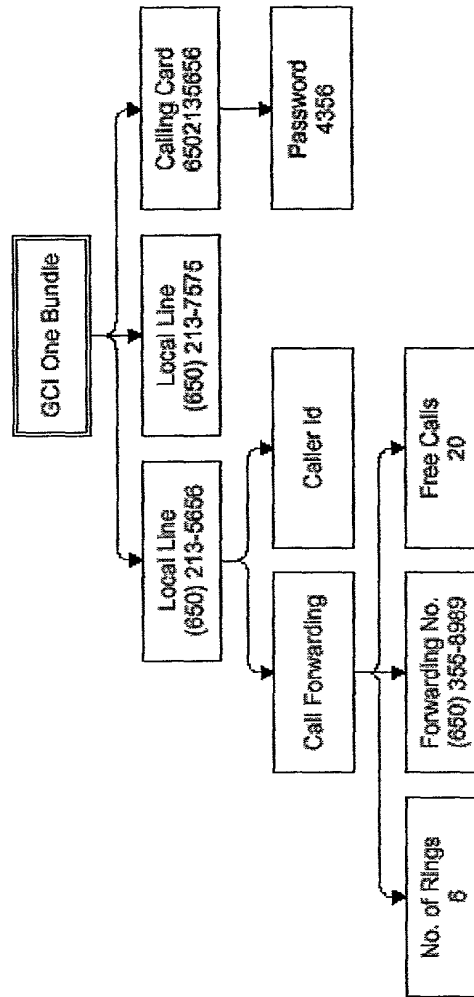


FIG. 11J-1

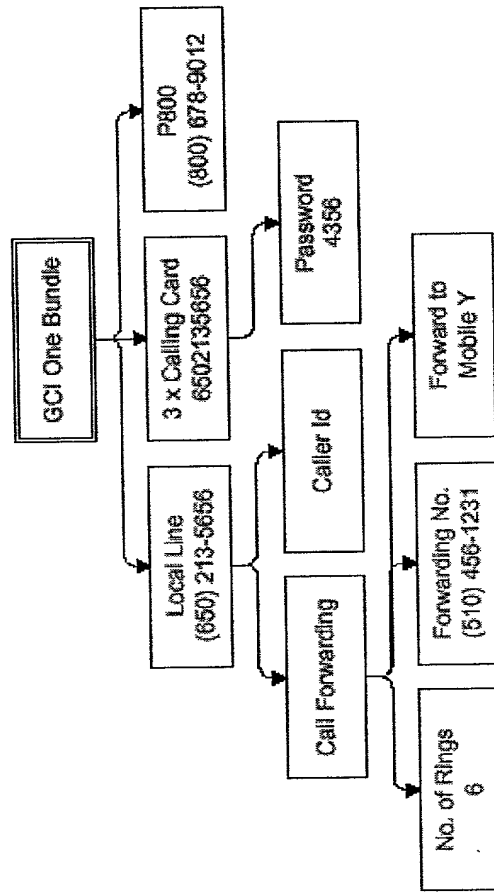


FIG. 11J-2

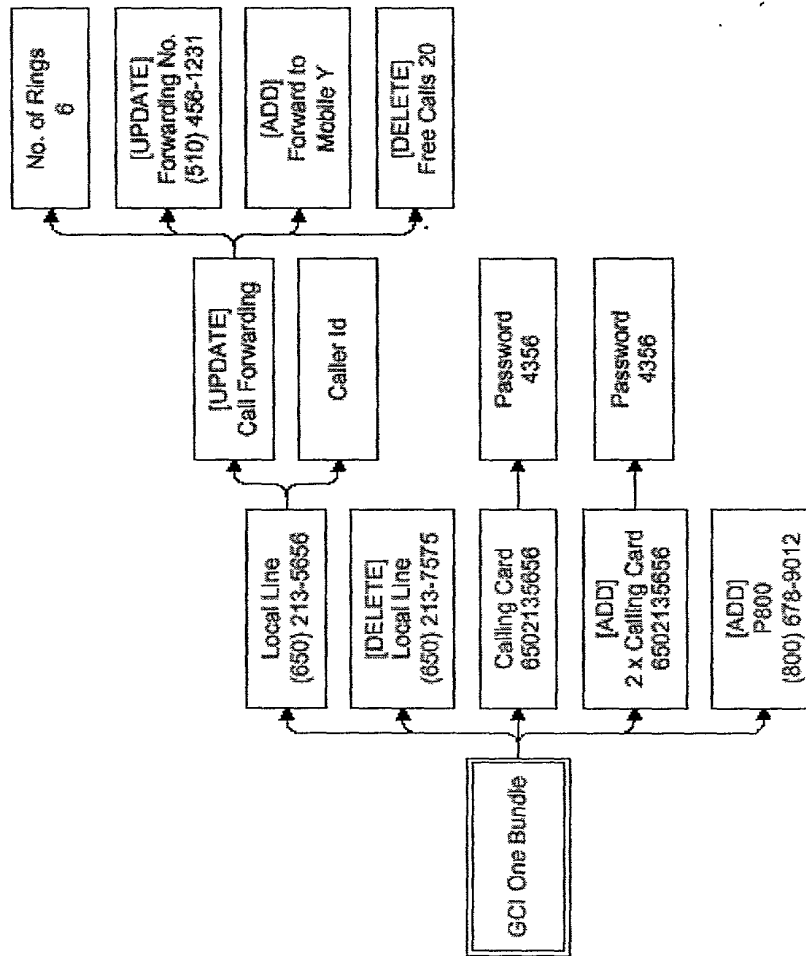
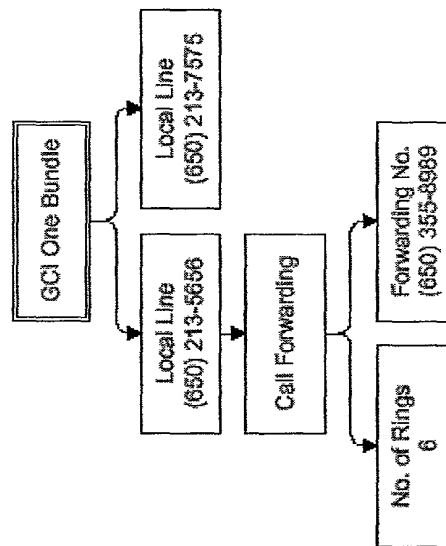


FIG. 11J-3



**FIG. 11K-1**

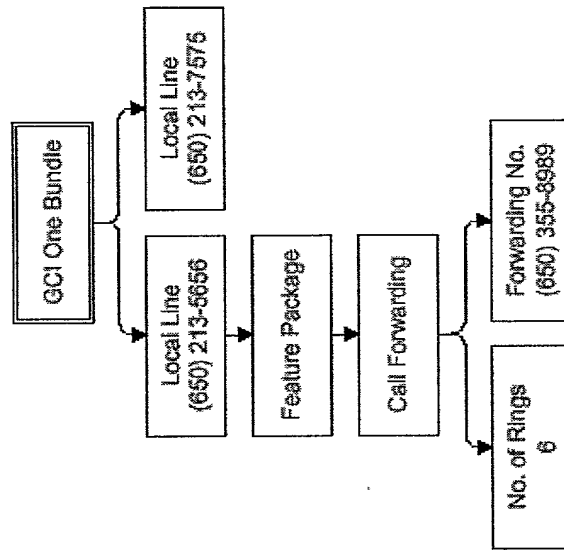
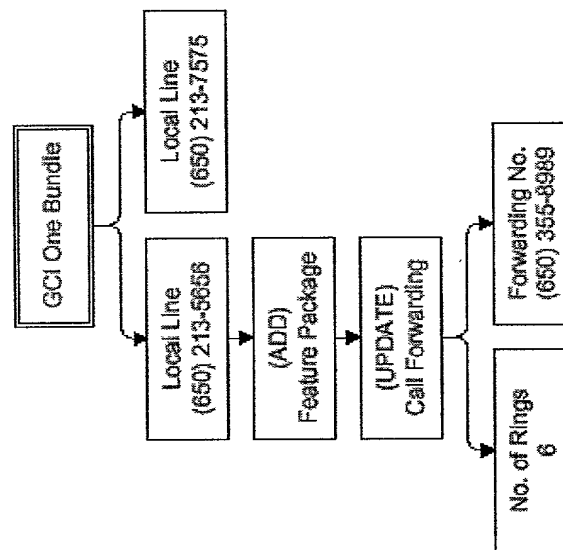
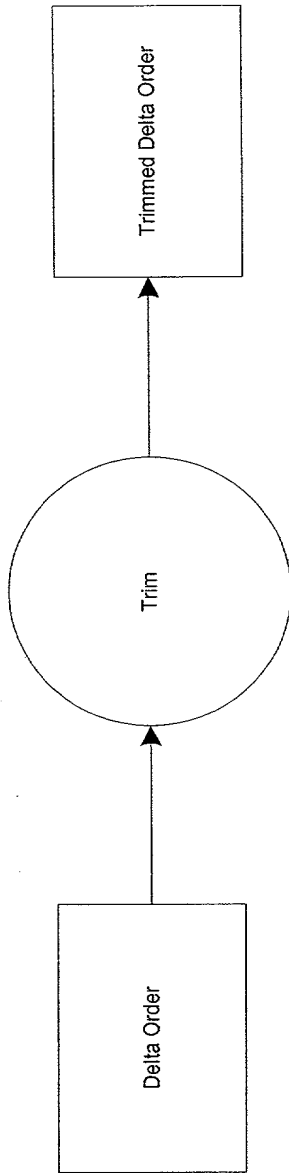


FIG. 11K-2

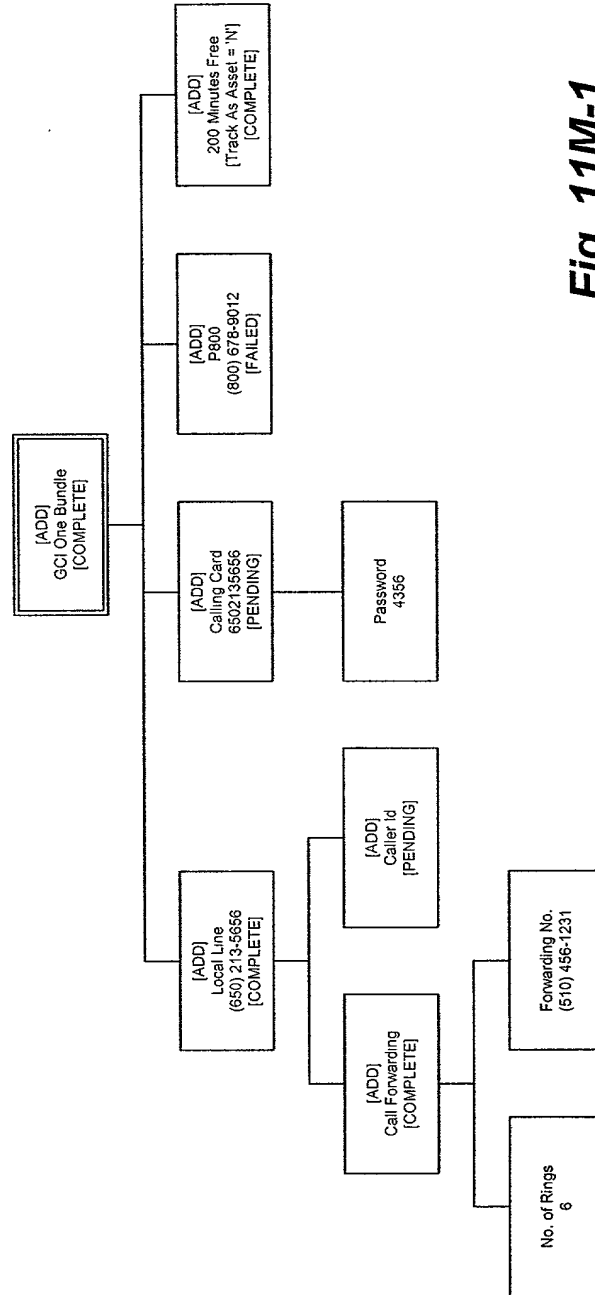


**FIG. 11K-3**

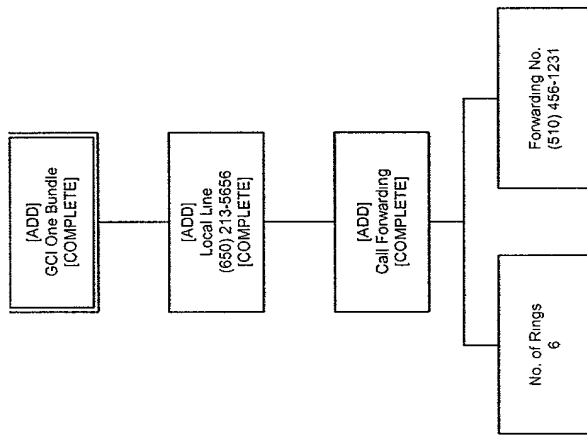




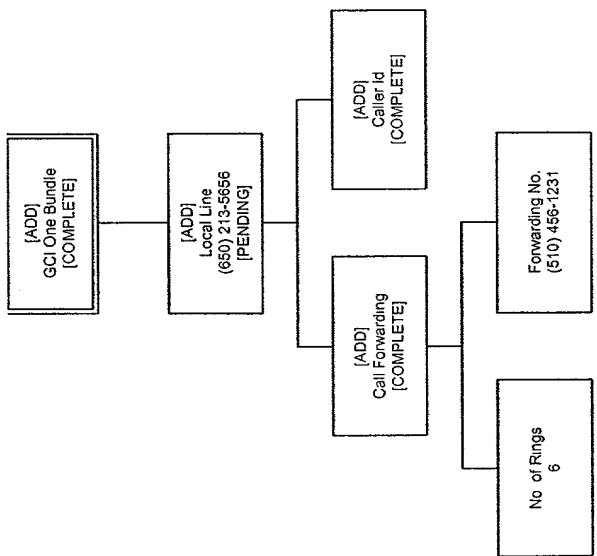
**Fig. 11L**



**Fig. 11M-1**



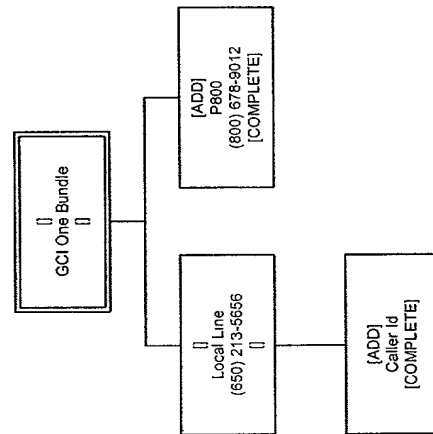
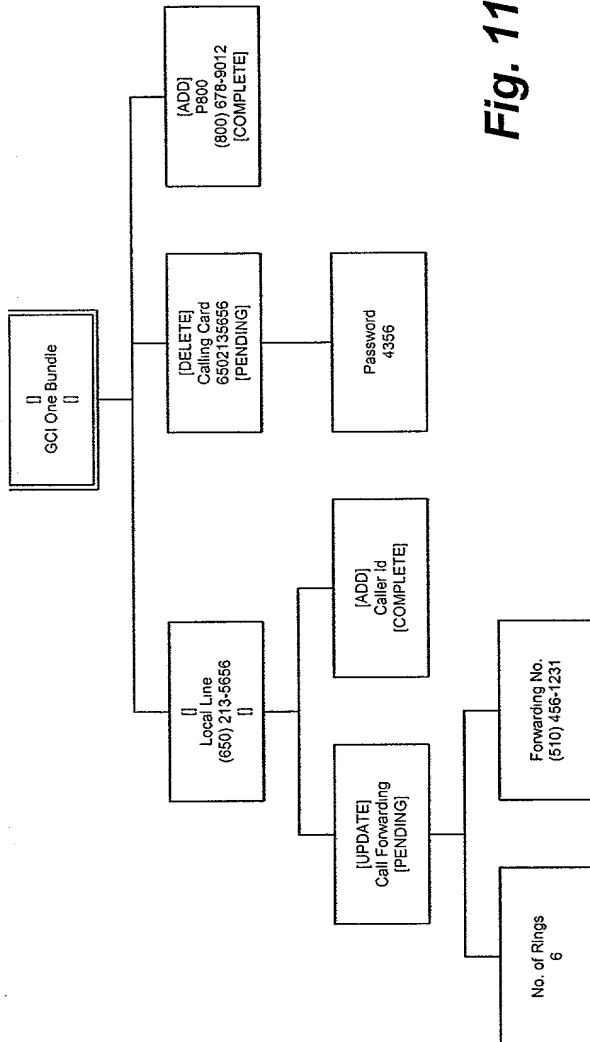
**Fig. 11M-2**



**Fig. 11N-1**



**Fig. 11N-2**



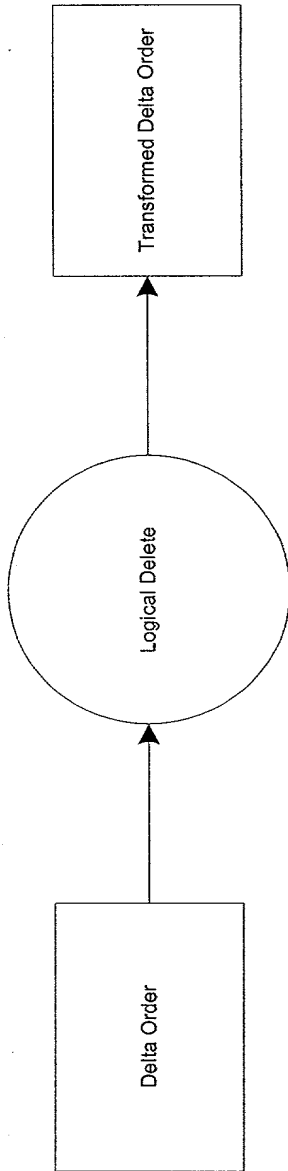


Fig. 11P

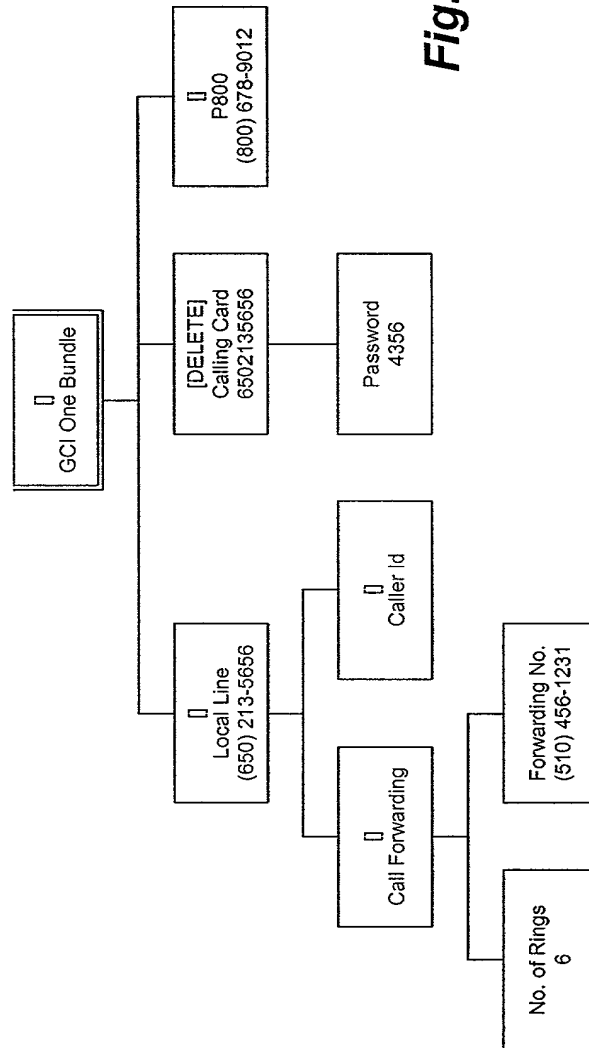
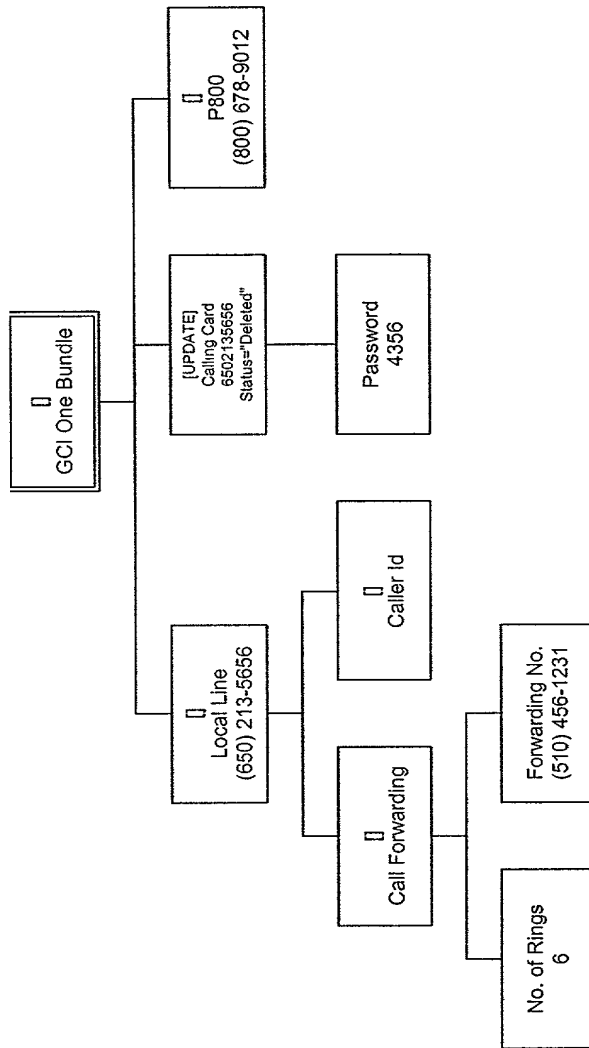


Fig. 11Q-1



**Fig. 11Q-2**

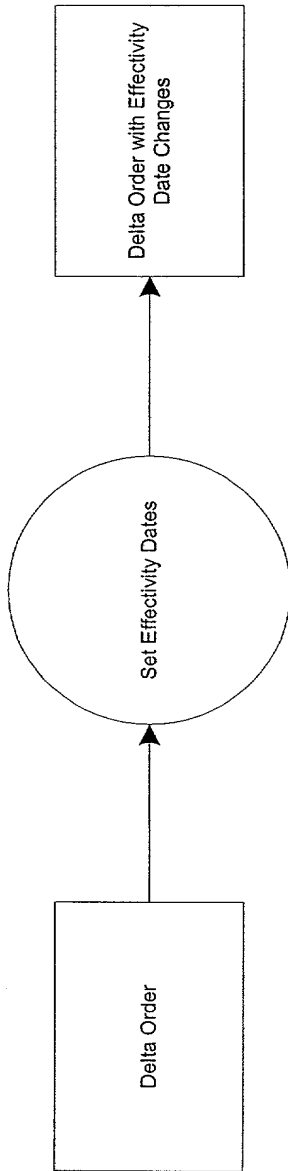


Fig. 11R

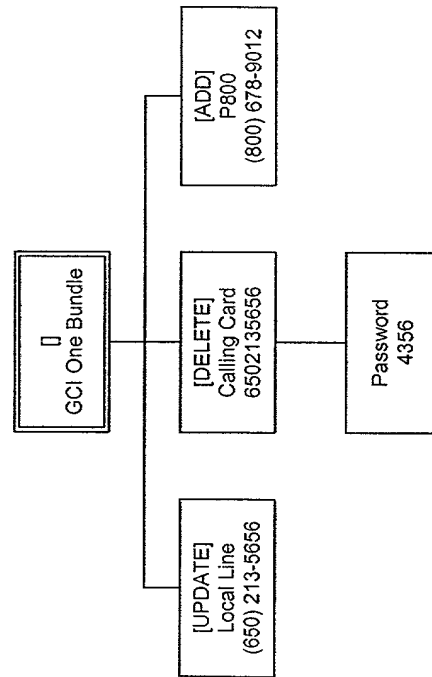


Fig. 11S-1

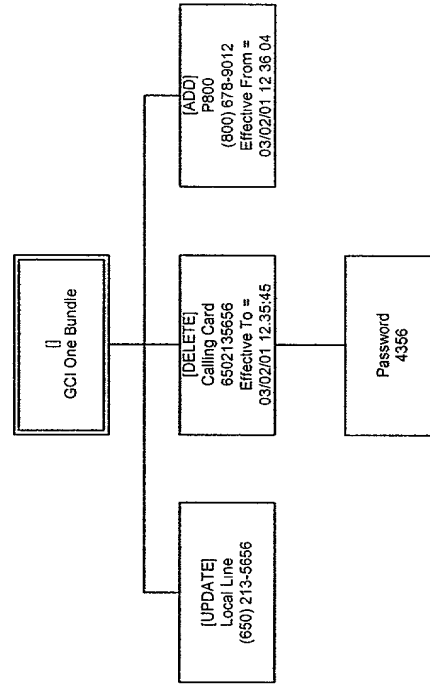


Fig. 11S-2

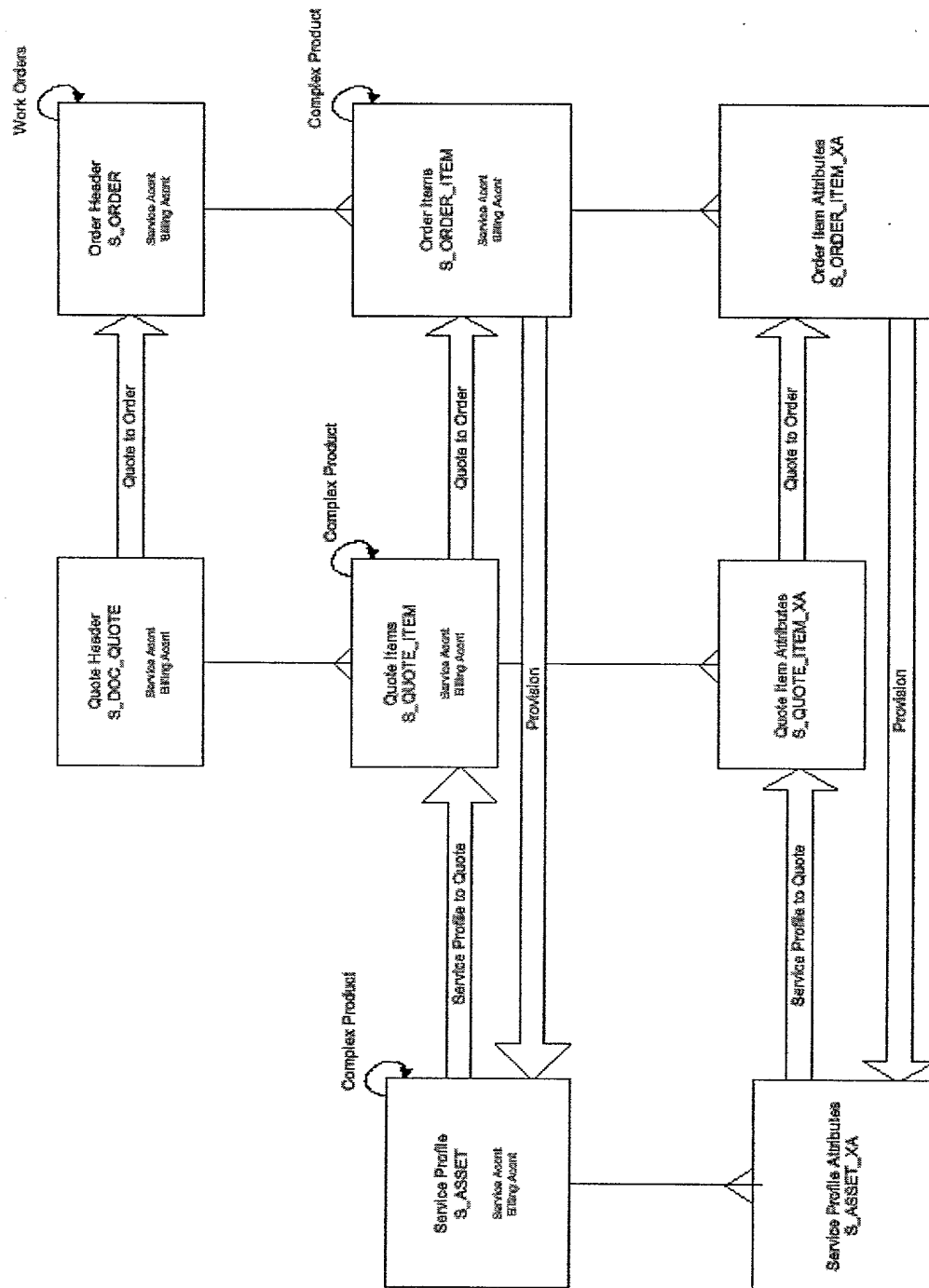


FIG. 12